



16 January 2025

Christopher Hetherington

christhebuild3r@gmail.com

Dear Christopher Hetherington

**Request for Information – Local Government Official Information and Meetings Act (the Act) 1987**

We refer to your request dated 29 November 2024 for:

*All Correspondence regarding the Seaview wastewater treatment plant odour blasters from the 25 November 2024.*

Please find attached documents that fall within the scope of your request.

If you are unhappy with the response to your information request, you can seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this response to your information request may be published on Hutt City Council's website. Please refer to the following link: [www.huttcity.govt.nz/council/contactus/make-an-official-information-act-request/proactive-releases](http://www.huttcity.govt.nz/council/contactus/make-an-official-information-act-request/proactive-releases)

Yours sincerely

Philip Rossiter

Senior Advisor, Official Information and Privacy

**From:** [Linda Lim](#)  
**To:** [Bruce Hodgins](#); [Ted Grieve](#); [Melissa Schwalger](#); [Tim Harty](#); [James Ford](#)  
**Cc:** [Julie Alexander](#); [Molly Callanan-Bartlett](#); [Sheil Priest](#); [Talia Rei](#); [Taiarahia Wharepapa](#); [Rory Milne](#)  
**Subject:** [EXTERNAL] Email to Seaview WWTP interested parties  
**Date:** Thursday, 9 January 2025 4:15:04 pm  
**Attachments:** [image001.png](#)

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Kia ora

Below for your information is an update on operations at the Seaview WWTP and odour neutraliser shutdown trial, which has now closed.

This will be going out at the end of today and we will also update our website and post on Facebook.

We will be in touch again to arrange a time to review the results of the odour neutraliser shutdown trial with you and discuss next steps.

**Linda**

**Seaview WWTP – update on plant operations and odour neutraliser shutdown trial**

Kia ora

Happy New Year, we hope you all had a wonderful break with family, friends, and whānau.

Operations at the plant were largely stable over the holiday period, except for a minor issue with the outfall pump station resulting in a one-hour discharge of fully treated wastewater to Waiwhetū Stream on 27 December and a fault in primary sedimentation tank (PST#2) on 2 January 2025 and PST#3 on 7 January. Work to drain and clean PST#2 in preparation for the repair is underway. This will be followed by an assessment of the scope of the work to repair the fault. Work on the other primary sedimentation tanks will be staged to get them back in to service as soon as possible. Some adjustments to the plant process have been made while these repairs are underway.

Our monitoring of odour indicates that levels have been minimal over the holiday period. This coincides with the operation of the plant returning close to normal, with key indicators for the health and balance of the plant within target range during this period.

Mixed Liquor Suspended Solids measure the volume of solids in the aeration tanks where bacteria feed on organic material in the wastewater. Providing the right range of Dissolved Oxygen, gives the bacteria the best conditions to grow. When the levels of these indicators are within target range, the plant is healthy and odour levels minimal.

	Mixed Liquor Suspended Solids	Dissolved oxygen
Target range	1500 – 2000 mg/L	1.0 to 3.0 mg/L
9 Oct 2024	5,760	0.69
23 Oct 2024	5,070	0.67
5 Nov 2024	5,230	0.83
19 Nov 2024	4,800	0.67
4 Dec 2024	4,350	0.69
18 Dec 2024	2,560	2.11
25 Dec 2024	2,830	2.88
1 Jan 2025	1,580	3.51

8 Jan 2025

2,000

2.52

We can also advise that since 22 December, faecal coliform levels have been within the target range for compliance. This is another indicator of the recent improvement in the overall health and balance of the plant.

To minimise odour impact over the Christmas New Year period we paused non-critical work. We will restart our programme of maintenance on the plant next week. This is critical to the continued efficient operation of the plant. We will keep you informed of this work and any risk of increased odour that may result. With the plant operating under normal conditions, we have stopped the transportation of dewatered sludge to landfill and are only taking dried sludge.

### **Update on trial to shutdown odour neutralisers**

The trial of the shutdown of the odour neutralisers finished on 2 January 2025. Thanks to everyone who completed the survey, especially those people who continued to do this over the holiday period.

A summary of all the responses from the trial has been published on our website [here](#).

We will provide a decision on the next steps with the use of the odour neutralisers once we have met with the full team, some of whom are still on leave.

Please note the odour neutralisers are currently being used because of the work being undertaken on the primary sedimentation tanks.

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob 021 243 7975**

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt



**From:** [Dave Burgess](#)  
**To:** [Kate Brooks](#); [Bruce Hodgins](#); [Alison Geddes](#)  
**Cc:** [Caryn Ellis](#); [Ted Grieve](#); [Jen Tyson](#)  
**Subject:** FW: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial  
**Date:** Thursday, 19 December 2024 1:34:54 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[ATT00001.png](#)

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Hey Kate

An update on RNZ's request.

I know we don't see the data until tomorrow but this issue is bubbling away, and Campbell has been forthright in how unacceptable it is. Given that, perhaps he wants to provide a statement to RNZ? Up to you and Campbell but I've drafted a starter comment below.

"We acknowledge the odour situation is unacceptable. That's why Wellington Water is conducting the trial. We look forward to seeing the full results once the trial is completed early next year. In the meantime, we encourage locals to take part in the survey. Their views are important in helping us determine the effectiveness of the deodorisers."

We can leave the questions below to WWL.

Looking forward to hearing your thoughts.

Cheers, Dave

**Dave Burgess**  
Senior Media Advisor

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010  
**P:** **M:** 027 248 9230 **W:** [www.huttcity.govt.nz](http://www.huttcity.govt.nz)



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**From:** Hamish Cardwell <Hamish.Cardwell@rnz.co.nz>  
**Sent:** Thursday, December 19, 2024 1:19 PM  
**To:** Media <Media@wellingtonwater.co.nz>; Media <media@huttcity.govt.nz>; Dave Burgess <Dave.Burgess@huttcity.govt.nz>  
**Cc:** Ashleigh McCaull <Ashleigh.McCaull@rnz.co.nz>; Lauren Crimp <Lauren.Crimp@rnz.co.nz>  
**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi again Linda, and looping in Dave Burgess

After conferring to discuss the production timeframe we are going press ahead with the story today.

Some qs below to help sculpt statements which would be gratefully received.

Thanks all!

- How has the trial generally gone so far from council/ww perspective?
- Can you explain a little more the operational work at the plant in recent weeks? (I take this to mean some sort maintenance/remedial type work has been done simultaneously to the trial which could complicated the findings?)
- What's an odour scouter? (sounds fascinating)!
- What's the general tenor from feedback from residents?
- What is your message to residents?
- When will any decision post the end of the trial as to next steps be made?

Would love a statement by about 3pm – can do a touch later if we know it's coming and can hold the space for it

Thanks heaps!

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Hamish Cardwell

**Sent:** Thursday, 19 December 2024 12:50 pm

**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi Linda thanks for this, I was wondering what the earliest would be u could get the info to us tomorrow?

If it was 2pm or thereabouts it could make it into the piece tomorrow and so we'd wait until then to do it.,

But if it was later than that then we will revert to the original plan and do a story this arvo given there now may be no benefit to waiting. (and we've got all the other

material we need).

Let me know asap what you can do, if it's the later we can get u specific qs that you may be able to answer to full out WW side of it

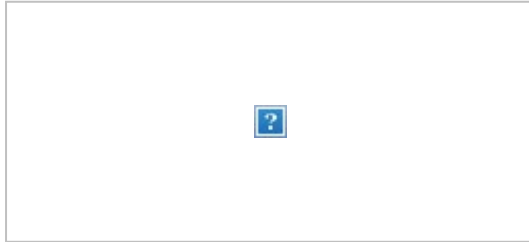
Thanks heaps!

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Thursday, 19 December 2024 12:27 pm

**To:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz); Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Kia ora Hamish

Thanks for your enquiry. As discussed, the trial of the Seaview odour neutraliser is still underway. Today marked the end of the first stage of trial. We are now in the second stage of the trial with the odour neutralisers turned back on this morning. We are asking the community to continue completing the survey for a further two weeks. This will help us to establish a 'baseline' and feed into our assessment of the trial to understand the effectiveness of the odour neutralisers.

We are reviewing the responses received from the survey to date and will provide a summary of our initial findings by the end of day tomorrow. This will be available on our website – see <https://www.wellingtonwater.co.nz/resources/topic/wastewater/wastewater-treatment-plants/seaview-wastewater-treatment-plant>. We will also continue to post updates on our Facebook page.

The feedback from the community along with other monitoring by our odour scouts will help us to determine next steps. We also need to consider the impact of operational work that has been continuing at the Seaview Wastewater Treatment Plant during the period of the trial. This does pose some challenges in pinpointing the effectiveness of the odour neutralisers during the trial, but these are critical works to bring the plant back to optimal operational performance and reduce the risk of increased odour levels over the holiday period.

We are happy to schedule an interview in the New Year following the completion of the trial.

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



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Level 4, 25 Victoria Street, Petone, Lower Hutt



---

**From:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Sent:** Thursday, December 19, 2024 8:49 AM

**To:** [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz); Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RNZ media request - deodorizer trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Kia ora, Hamish Cardwell from RNZ here

We're doing a story today to mark the end of the Seaview deodoriser trial – will head out and talk to people in the community.

I was wondering if we could tee up interviews with the council/Wellington Water and possibly the mayor or a local ward councillor?

We will be in the area mid morning if we could swing by for a chat?

If face to face wasn't possible a phone chat would also suffice

Thanks so much for your help!

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



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**From:** [Linda Lim](#)  
**To:** [Bruce Hodgins](#); [Charlotte Parish](#); [Caryn Ellis](#); [Ted Grieve](#); [Melissa Schwalger](#)  
**Cc:** [Vanessa MacFarlane](#); [Sheil Priest](#); [Rory Milne](#)  
**Subject:** [EXTERNAL] End of week update on Seaview WWTP - odour issues  
**Date:** Friday, 6 December 2024 2:37:30 pm  
**Attachments:** [image001.png](#)  
[Seaview Stakeholder Engagement Letter 6 Dec.docx](#)  
[Hard copy survey form Seaview WWTP 6 Dec.docx](#)  
[Odour neutraliser trial Summary of engagement 6 Dec.docx](#)  
[Stakeholder update 6 Dec.docx](#)

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Kia ora koutou

Happy Friday – it's been another busy week on the Seaview Wastewater Treatment Plant with work continuing to get the plant to normal operations and the start of the trial to shut down the odour neutraliser.

The IMT (incident management team) are continuing to meet to monitor work at the plant and making good progress. We will keep you posted on developments with this work and are aiming to have a full status on the health of the plant in the week commencing 16 December.

I've attached updates as follows for your information:

- Summary of face-to-face engagement with local businesses, schools, marae about the trial.
- Engagement letter and hard copy survey form, with arrangements made at Pelorus Trust House as drop off point for completed forms.
- Update on odour issues and early results of survey from trial. This is going out this afternoon to our interested parties list and will also be posted on our Facebook page and website. Please feel free to share this across your channels.

That's all for now – have an awesome weekend.

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



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Level 4, 25 Victoria Street, Petone, Lower Hutt



**From:** [Linda Lim](#)  
**To:** [Bruce Hodgins](#); [Ted Grieve](#); [\\_Mayors Office](#); [Melissa Schwalger](#); [Tim Harty](#); [James Ford](#)  
**Cc:** [Blair Johnson](#); [Jeremy McKibbin](#); [Vanessa MacFarlane](#); [Molly Callanan-Bartlett](#); [Rory Milne](#)  
**Subject:** [EXTERNAL] For review - Seaview WWTP newsletter - update on plant operations and odour neutraliser shutdown trial  
**Date:** Friday, 20 December 2024 9:22:56 am  
**Attachments:** [image001.png](#)  
[image008.png](#)  
[image009.png](#)  
[image010.png](#)  
[image011.png](#)  
[image012.png](#)

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Kia ora

Here is a copy of the test Seaview WWTP newsletter with a summary of the results of Part 1 of the odour neutraliser shutdown trial and update on plant status and operations over the holiday period.

Please note that the numbers from the survey results are still to be updated in the newsletter and links to our website for the full details of the survey as well as presentation from Jeremy.

It would be good to get this out this afternoon so if you can get back to me with any feedback by midday it would be awesome.

L

Ngā mihi

**Linda Lim**  
Senior Advisor, Communications and Engagement



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



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**From:** Wellington Water <customer.notifications@wellingtonwater.co.nz>  
**Sent:** Friday, December 20, 2024 9:12 AM  
**To:** Linda Lim <Linda.Lim@wellingtonwater.co.nz>  
**Subject:** [Test] Seaview WWTP newsletter - update on plant operations and odour neutraliser shutdown trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

[View this email in your browser](#)

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# Seaview WWTP Newsletter

## December 2024



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### Kia ora koutou

This special edition of the newsletter provides a summary of the findings from Part 1 of the odour neutraliser shutdown trial which finished on 18 December. We also provide an update on the actions arising from the community meeting held on 25 November, together with details of the current status of the plant and operations over the Christmas/New Year holiday period.

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### Odour neutraliser shutdown trial

Thanks to everybody who's completed the survey so far. Part 1 of the trial to shut down the odour neutraliser finished on 18 December and the odour neutraliser was turned back on at 8am Thursday 19 December. Part 2 of the trial is to leave the odour neutraliser running for another two weeks until 2 January 2025.

Please continue to complete the survey until 2 January 2025. This will help us establish a 'baseline' from which we can assess the trial to help us understand whether the smell is better, worse or the same as it has been before the shutdown. We acknowledge the plant has not been in a normal operating state and will take that into account.

We will continue to keep you updated on the progress throughout this next stage of the trial period via our interested parties' email and Facebook page - <https://www.facebook.com/wellingtonwater>

The odour survey is simple and very quick to complete. We appreciate your help with this.

Complete the survey here



Following the completion of the trial, we will undertake a process of review and assessment of the results. We will keep you informed as we work our way through this in the New Year. Feedback from the community will help Wellington Water and Hutt City Council determine our next steps.

### Summary of responses so far from the trial

We received a total of 253 responses over the period of Part 1 of the trial. Responses to the survey have been relatively low but we did receive a significant number of responses on 6 December.

Odour levels during Part 1 of the trial period confirm that odour remains an issue at the plant. The results show varying levels of impact based on location and weather conditions.



During the trial, odour scouting was also undertaken daily. The findings of the odour scouts align with improvements in plant health and feedback received from the community. The winds were predominantly northerly meaning more odour was observed south of the plant than north. Odour levels were strongest in locations closest to the plant and in areas at the plant where work was being undertaken. Scouting is planned to continue 1-2 days per week in the New Year.

During the period of the trial, work has continued to bring the plant back to optimal operational performance and reduce the risk of increased odour levels over the

holiday period. We appreciate this makes it challenging to make an accurate assessment of the effectiveness of the odour neutralisers. This means the results of the survey and odour monitoring need to be considered in the context of work at the plant that may lead to increased odour levels (e.g. transporting dewatered sludge to landfill) and other changes to processes at the plant to increase solids processing (e.g. DAF optimisation trial). Further details about this work and the current status of the plant are provided further in this newsletter.

A summary of the responses received from Part 1 of the trial (4-18 December) is available on our website.

See summary of responses to Part 1 of survey here



## Plant performance and operations

### Current status of the plant

We have made good progress in the past month and the plant is now close to normal operations. Our recent monitoring has indicated that with the reduction in sludge levels at the plant, odour levels have also generally reduced.

Two key indicators of the health and balance of the biological process at the plant are levels of Mixed Liquor Suspended Solids (MLSS) and Dissolved Oxygen (DO). MLSS measure the volume of solids in the aeration tanks where bacteria feed on organic material in the wastewater. Providing the right range of Dissolved Oxygen (target range 1 to 3), gives the bacteria the best conditions to grow.

Below is a summary of how these indicators have been tracking since the outages with the dryer in September and October.



While there is still some work to do to return the plant to the level that it was operating at before the incidents with the dryer, we are pleased to see a marked improvement in

both indicators.

## Operations over the holiday period

Preliminary cleaning of Primary Sedimentation Tank #2 has been completed in advance of repairs to be undertaken after parts arrive in mid-January. Work on the repair to Blower #2 has also been completed.

To keep the plant stable and minimise odour, we will be limiting planned maintenance and pausing non-critical work at the plant over the holiday period. The trucking of dewatered sludge to landfill will also stop from end of day Friday 20 December.

Routine operation of the plant and dryer will continue. Veolia, our plant operators will be monitoring key process points of the plant during the holiday period. Work has been undertaken to build resilience to plant operations, with resources on call and escalation processes in place to respond to any incidents that may arise.

The weekly updates on odour levels and plant operations recently provided will stop over the holiday period. We will follow our usual procedures for notification to the community of any unplanned outages, maintenance or operational incidents at the plant

## Actions from the community meeting

The notes from the community meeting held on 25 November, as well as a copy of Jeremy McKibbin's presentation on an update on plant operations are available on our website.

See notes from meeting here



See update on plant operations here



## Increased odour monitoring

We are continuing to investigate the right type of monitors that we could use to increase our monitoring of odour from the plant. We have met with the team at Christchurch City Council about the monitors that they have used. Our engineering team are completing their initial evaluation, and we will provide a further update in the New Year.

## Updates on potential for high odour levels

We have continued to provide weekly communications to the community about operations at the plant that could impact on odour levels via our interested parties email list and posted updates on our website and Facebook page.

We are committed to making this information as accessible and transparent as

possible so are looking at other formats to present these updates and to increase visibility on our website. We acknowledge that wind direction impacts odour levels and will explore how we can provide this as an added layer of information on our website.

We will keep you updated on progress with this work which requires further investigation and changes to our website.

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## Thank you!

Thank you for your patience and understanding as we have worked through the incidents at the plant. We appreciate it's been difficult and at times unpleasant for the community over an extended period.

We are pleased to see that plant operations have stabilised and assure you that we will continue to do all we can to avoid offensive odours from the plant, especially over the summer.

We wish you all the best for the holiday season.

Blair Johnson  
**Head of Wastewater Contracts**

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## Keep in touch!

You are receiving this email because you have expressed an interest in the plant.  
Please feel free to share this with others who may be interested.

Join the mailing list for plant notifications and this monthly update, at  
[customer.notifications@wellingtonwater.co.nz](mailto:customer.notifications@wellingtonwater.co.nz).

If you have any questions relating to this newsletter email  
[community@wellingtonwater.co.nz](mailto:community@wellingtonwater.co.nz).

For complaints relating to specific incidents or properties go to  
[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz).



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**From:** [Blair Johnson](#)  
**To:** [Bruce Hodgins](#)  
**Cc:** [Linda Lim](#); [Vanessa MacFarlane](#)  
**Subject:** [EXTERNAL] FW: Media and Social Media Log - 20 December  
**Date:** Friday, 20 December 2024 10:19:08 am  
**Attachments:** [image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)

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Hi Bruce – Following our discussion this morning and regarding the RNZ on morning report, I've just read through the article (link below). Unfortunately, RNZ and possibly the community have conflated the odour trial and the improvement of the process at Seaview to mean the neutralisers are making odour worse. I don't think that is possible, particularly when the scented deodoriser is no longer being used in the main cannons. More likely its coincidental.

As I mentioned, we have had very blustery, mainly northerly winds over the past two weeks and so dissipation is improved and being a northerly would reduce any impact of Gracefield.

Cheers

Blair

**Blair Johnson** [Head of Wastewater Contracts](#)



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## Media & Social Media Log – 20 / 12 / 2024

Mōrena koutou,

On social media, we shared a cloudy water notice for the Lyall Bay/Miramar area following work on the network yesterday and provided updates on our operational response to a burst drinking water pipe in Landfill Road, Owhiro Bay.

We also posted a video of Laurence Edwards, Chief Advisor – Drinking Water, discussing what Wellington Water and councils are doing to reduce the risk of an acute water shortage.

In the media, RNZ reported on the Seaview WWTP odour trial - [Hutt Valley residents notice huge improvement in stench with wastewater plant deodoriser turned off](#).

Please see full details below.

**John Donnachie (021 398 649) is on call this week for out-of-hours media queries.**

## Social media posts









## [Media](#)

### [Hutt Valley residents notice huge improvement in stench with wastewater plant deodoriser turned off](#)



Radio New Zealand • Ashleigh McCaull • Internet • 20 Dec 2024, 6:39 am

The Seaview Wastewater Treatment Plant has been emitting foul odours for years. Photo: RNZ / Krystal Gibbens Lower Hutt residents suffering from the foul stench from the nearby wastewater treatment plant s...

[Continue reading](#)

**Keywords:** Wellington Water (5)

**Audience** 4,603 •

### [Residents of Seaview, Wellington, have reported a significant improvement in air quality after the deodoriser at a nearby wastewat...](#)



Radio NZ - National • Ingrid Hipkiss & Corin Dann • FM Radio • 20 Dec 2024, 6:15 am

Interview ... it. As Ashleigh McCaull reports, the reprieve was short lived. Over the past two weeks, Seaview residents have been breathing a sigh of relief over fresher air. **Wellington Water** temporarily t...

[Stream](#)



Radio NZ - National, Radio NZ - National

**Keywords:** Wellington Water (2)

**Program** Morning Report • **Duration** 3 mins 9 secs • **Interviewees** N/A • **Audience** 20,000 •

**From:** [Linda Lim](#)  
**To:** [Bruce Hodgins](#); [Ted Grieve](#); [James Ford](#); [Tim Harty](#)  
**Cc:** [John Donnachie](#); [Molly Callanan-Bartlett](#); [Sheil Priest](#)  
**Subject:** [EXTERNAL] FW: Seaview survey results 9-12 Dec 2024.docx  
**Date:** Friday, 13 December 2024 7:26:37 am  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[Seaview survey results 9-12 Dec 2024.docx](#)

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Kia ora all

Just passing on an update on the latest survey results from the trial shutdown of the odour neutraliser at Seaview WWTP.

Look forward to catching up with you all at 8.30am.

Linda

Ngā mihi

**Linda Lim**  
Senior Advisor, Communications and Engagement



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



---

**From:** Sheil Priest <Sheil.Priest@wellingtonwater.co.nz>  
**Sent:** Friday, December 13, 2024 6:59 AM  
**To:** Linda Lim <Linda.Lim@wellingtonwater.co.nz>  
**Cc:** Jeremy McKibbin <Jeremy.McKibbin@wellingtonwater.co.nz>; Vanessa MacFarlane <Vanessa.MacFarlane@wellingtonwater.co.nz>; Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>; Linda Fairbrother <Linda.Fairbrother@wellingtonwater.co.nz>  
**Subject:** Seaview survey results 9-12 Dec 2024.docx

Please see the next set of results. Fewer numbers however, a social media push may help.

Linda, if you could also share with councils please.

Ngā mihi nui,

**Sheil Priest (she/her) Principal Advisor Relationships and Engagement**



**Tel** 04 912 4400 **Mob** 021 475 984

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt





**From:** [Media](#)  
**To:** [Dave Burgess](#); [Kate Brooks](#); [Bruce Hodgins](#); [Ted Grieve](#); [Melissa Schwalger](#); [James Ford](#); [Tim Harty](#); [Communications](#); [Upper Hutt City Council Comms](#)  
**Cc:** [Vanessa MacFarlane](#); [Jeremy McKibbin](#); [Blair Johnson](#); [Julie Alexander](#); [Molly Callanan-Bartlett](#); [Sheil Priest](#)  
**Subject:** [EXTERNAL] FYI - Response to RNZ media request - odour neutraliser trial  
**Date:** Thursday, 19 December 2024 12:30:11 pm  
**Attachments:** [image002.png](#)  
[image004.png](#)

---

Kia ora all

Below for your information is a copy of our response to RNZ's inquiry about the odour neutraliser trial.

As noted in the response, we are working on reviewing the responses received from the survey to date. We will provide a copy of summary report for your review before it goes out to the community tomorrow.

Linda

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Media <Media@wellingtonwater.co.nz>  
**Sent:** Thursday, December 19, 2024 12:27 PM  
**To:** Hamish Cardwell <Hamish.Cardwell@rnz.co.nz>; media@huttcity.govt.nz; Media <Media@wellingtonwater.co.nz>  
**Cc:** Ashleigh McCaull <Ashleigh.McCaull@rnz.co.nz>; Lauren Crimp <Lauren.Crimp@rnz.co.nz>  
**Subject:** RE: RNZ media request - odour neutraliser trial

Kia ora Hamish

Thanks for your enquiry. As discussed, the trial of the Seaview odour neutraliser is still underway. Today marked the end of the first stage of trial. We are now in the second stage of the trial with the odour neutralisers turned back on this morning. We are asking the community to continue completing the survey for a further two weeks. This will help us to establish a 'baseline' and feed

into our assessment of the trial to understand the effectiveness of the odour neutralisers.

We are reviewing the responses received from the survey to date and will provide a summary of our initial findings by the end of day tomorrow. This will be available on our website – see <https://www.wellingtonwater.co.nz/resources/topic/wastewater/wastewater-treatment-plants/seaview-wastewater-treatment-plant>. We will also continue to post updates on our Facebook page.

The feedback from the community along with other monitoring by our odour scouts will help us to determine next steps. We also need to consider the impact of operational work that has been continuing at the Seaview Wastewater Treatment Plant during the period of the trial. This does pose some challenges in pinpointing the effectiveness of the odour neutralisers during the trial, but these are critical works to bring the plant back to optimal operational performance and reduce the risk of increased odour levels over the holiday period.

We are happy to schedule an interview in the New Year following the completion of the trial.

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Sent:** Thursday, December 19, 2024 8:49 AM

**To:** [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz); Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RNZ media request - deodorizer trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Kia ora, Hamish Cardwell from RNZ here

We're doing a story today to mark the end of the Seaview deodoriser trial – will head out and talk to people in the community.

I was wondering if we could tee up interviews with the council/Wellington Water and possibly the mayor or a local ward councillor?

We will be in the area mid morning if we could swing by for a chat?

If face to face wasn't possible a phone chat would also suffice

Thanks so much for your help!

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

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**From:** [Linda Lim](#)  
**To:** [Bruce Hodgins](#); [Tim Harty](#); [Ted Grieve](#); [Melissa Schwalger](#); [James Ford](#); [\\_Mayors Office](#)  
**Cc:** [Molly Callanan-Bartlett](#); [Vanessa MacFarlane](#); [Julie Alexander](#)  
**Subject:** [EXTERNAL] FYI - Seaview WWTP - update on odour neutraliser trial shutdown  
**Date:** Wednesday, 18 December 2024 3:46:42 pm  
**Attachments:** [image001.png](#)

---

Kia ora koutou

Below for your information is a copy of an email that we will be sending out via our interested parties email list about the odour neutraliser shutdown trial advising that the neutralisers will be turned back on tomorrow morning. We will also post an update on our facebook page and update the website.

We are working on an analysis of the results from this first part of the survey and will provide an update to the community via the newsletter on Friday. We will also include updates on the actions arising from the community meeting and plant operations over the Christmas period.

I'll send a copy of the draft content to you by end of day tomorrow for your review and sign off by early Friday afternoon. We will aim to send this out by end of day Friday.

Thanks  
Linda

Email to Seaview WWTP interested parties (going after 4pm)

### **Seaview WWTP – Odour neutraliser trial shutdown**

Thanks to everybody who has completed the survey to date. We acknowledge it's a busy time of the year and appreciate you taking the time to do this. Your responses and feedback will provide vital information to help us assess the effectiveness of the neutralisers.

We have now reached the halfway point of the trial and will be turning the odour neutralisers back on tomorrow, Friday 19 December at 8am.

Please continue to [complete the survey](#) which will remain open until 2 January 2025. This is important to help us to establish a 'baseline' from which we can assess the trial and determine the next steps.

We are working through all the survey responses received so far. A summary of our initial findings will be included in an update via the Seaview WWTP newsletter which will go out on Friday 20 December.

Ngā mihi

**Linda Lim**  
Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



**From:** [Linda Lim](#)  
**To:** [Bruce Hodgins](#); [James Ford](#); [Ted Grieve](#); [Melissa Schwalger](#); [Charlotte Parish](#); [Communications](#); [Media](#); [Upper Hutt City Council Comms](#)  
**Cc:** [Vanessa MacFarlane](#); [Sheil Priest](#); [Molly Callanan-Bartlett](#); [John Donnachie](#); [Julie Alexander](#); [Blair Johnson](#); [Steve Hutchison](#)  
**Subject:** [EXTERNAL] Heads up - interview with RNZ re: Seaview WWTP trial to shut down odour neutralisers  
**Date:** Tuesday, 3 December 2024 11:45:41 am  
**Attachments:** [image001.png](#)

---

Kia ora koutou

Just a quick heads up that we received a request from RNZ's Midday Report for interview about the trial to shut down the odour neutralisers.

The interview with Jeremy McKibbin will air around 12.40pm today.

Talking points are based on messaging about the trial in our newsletter.

Linda

Ngā mihi

**Linda Lim**  
Senior Advisor, Communications and Engagement



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---

**From:** Esther Zweifel <Esther.Zweifel@rnz.co.nz>  
**Sent:** Tuesday, December 3, 2024 10:09 AM  
**To:** Linda Lim <Linda.Lim@wellingtonwater.co.nz>  
**Subject:** RE: [EXTERNAL] - RE: Request for interview with RNZ

You don't often get email from [esther.zweifel@rnz.co.nz](mailto:esther.zweifel@rnz.co.nz). [Learn why this is important](#)

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Oh excellent, thanks very much. I'll call him from the studio then and connect him to

Charlotte.

---

**From:** Esther Zweifel <[Esther.Zweifel@rnz.co.nz](mailto:Esther.Zweifel@rnz.co.nz)>  
**Sent:** Tuesday, December 3, 2024 9:48 AM  
**To:** Linda Lim <[Linda.Lim@wellingtonwater.co.nz](mailto:Linda.Lim@wellingtonwater.co.nz)>  
**Subject:** RE: Request for interview with RNZ

You don't often get email from [esther.zweifel@rnz.co.nz](mailto:esther.zweifel@rnz.co.nz). [Learn why this is important](#)

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Hi Linda

Thanks for your help!

Keen to just ask about where this idea came from, how you will test whether this shut down has worked, is there a back-up plan should the odourisers be judged ineffective, how soon can the community expect an update on next steps following the trial

Thanks!  
Esther

---

**From:** Esther Zweifel  
**Sent:** Tuesday, 3 December 2024 7:50 am  
**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>  
**Subject:** Request for interview with RNZ

Hi there,

Do you have someone available to speak with RNZ's Midday Report today about the trial to turn off the odour neutralisers at Seaview?

This would be a short (3-4min) live interview with Charlotte Cook at 12:15pm or 12:40pm, although we can prerecord before 11:30am.

Cheers  
Esther

Esther Zweifel  
Supervising Producer – Midday Report  
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DDI +64 4 498 8489

[www.rnz.co.nz/middayreport](http://www.rnz.co.nz/middayreport)



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**From:** [Vanessa MacFarlane](#)  
**To:** [Blair Johnson](#); [Bruce Hodgins](#)  
**Cc:** [Linda Lim](#)  
**Subject:** [EXTERNAL] RE: Media and Social Media Log - 20 December  
**Date:** Friday, 20 December 2024 10:29:21 am  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

---

Linda will also be circling back with RNZ to correct their story – they’ve said that the trial is over, which is not. We’ll also share our results of the survey to date with them.

Cheers,

V

**Vanessa Macfarlane** Head of Communications and Engagement

Mob 027 308 4648

---

**From:** Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>  
**Sent:** Friday, December 20, 2024 10:19 AM  
**To:** Bruce Hodgins <Bruce.Hodgins@huttcity.govt.nz>  
**Cc:** Linda Lim <Linda.Lim@wellingtonwater.co.nz>; Vanessa MacFarlane <Vanessa.MacFarlane@wellingtonwater.co.nz>  
**Subject:** FW: Media and Social Media Log - 20 December

Hi Bruce – Following our discussion this morning and regarding the RNZ on morning report, I’ve just read through the article (link below). Unfortunately, RNZ and possibly the community have conflated the odour trial and the improvement of the process at Seaview to mean the neutralisers are making odour worse. I don’t think that is possible, particularly when the scented deodoriser is no longer being used in the main cannons. More likely its coincidental.

As I mentioned, we have had very blustery, mainly northerly winds over the past two weeks and so dissipation is improved and being a northerly would reduce any impact of Gracefield.

Cheers

Blair

**Blair Johnson** Head of Wastewater Contracts



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## Media & Social Media Log – 20 / 12 / 2024

Mōrena koutou,

On social media, we shared a cloudy water notice for the Lyall Bay/Miramar

area following work on the network yesterday and provided updates on our operational response to a burst drinking water pipe in Landfill Road, Owhiro Bay.

We also posted a video of Laurence Edwards, Chief Advisor – Drinking Water, discussing what Wellington Water and councils are doing to reduce the risk of an acute water shortage.

In the media, RNZ reported on the Seaview WWTP odour trial - [Hutt Valley residents notice huge improvement in stench with wastewater plant deodoriser turned off](#).

Please see full details below.

**John Donnachie (021 398 649) is on call this week for out-of-hours media queries.**

### [Social media posts](#)









## [Media](#)

### [Hutt Valley residents notice huge improvement in stench with wastewater plant deodoriser turned off](#)



Radio New Zealand • Ashleigh McCaull • Internet • 20 Dec 2024, 6:39 am

The Seaview Wastewater Treatment Plant has been emitting foul odours for years. Photo: RNZ / Krystal Gibbens Lower Hutt residents suffering from the foul stench from the nearby wastewater treatment plant s...

[Continue reading](#)

**Keywords:** Wellington Water (5)

**Audience** 4,603 •

### [Residents of Seaview, Wellington, have reported a significant improvement in air quality after the deodoriser at a nearby wastewat...](#)



Radio NZ - National • Ingrid Hipkiss & Corin Dann • FM Radio • 20 Dec 2024, 6:15 am

Interview ... it. As Ashleigh McCaull reports, the reprieve was short lived. Over the past two weeks, Seaview residents have been breathing a sigh of relief over fresher air. **Wellington Water** temporarily t...

[Stream](#)



Radio NZ - National, Radio NZ - National

**Keywords:** Wellington Water (2)

**Program** Morning Report • **Duration** 3 mins 9 secs • **Interviewees** N/A • **Audience** 20,000 •

**From:** [Customer Notifications](#)  
**To:** [Customer Notifications](#)  
**Subject:** [EXTERNAL] SEAVIEW WWTP - ODOUR NOTIFICATION  
**Date:** Thursday, 9 January 2025 4:34:22 pm  
**Attachments:** [image001.png](#)

---

**You are receiving this email because your email address appears on either the mailing list for the Seaview Wastewater Treatment Plant or our list of interested parties.**

Kia ora

Happy New Year, we hope you all had a wonderful break with family, friends, and whānau.

Operations at the plant were largely stable over the holiday period, except for a minor issue with the outfall pump station resulting in a one-hour discharge of fully treated wastewater to Waiwhetū Stream on 27 December and a fault in primary sedimentation tank (PST#2) on 2 January 2025 and PST#3 on 7 January. Work to drain and clean PST#2 in preparation for the repair is underway. This will be followed by an assessment of the scope of the work to repair the fault. Work on the other primary sedimentation tanks will be staged to get them back in to service as soon as possible. Some adjustments to the plant process have been made while these repairs are underway.

Our monitoring of odour indicates that levels have been minimal over the holiday period. This coincides with the operation of the plant returning close to normal, with key indicators for the health and balance of the plant within target range during this period.

Mixed Liquor Suspended Solids measure the volume of solids in the aeration tanks where bacteria feed on organic material in the wastewater. Providing the right range of Dissolved Oxygen, gives the bacteria the best conditions to grow. When the levels of these indicators are within target range, the plant is healthy and odour levels minimal.

	Mixed Liquor Suspended Solids	Dissolved oxygen
Target range	1500 – 2000 mg/L	1.0 to 3.0 mg/L
9 Oct 2024	5,760	0.69
23 Oct 2024	5,070	0.67
5 Nov 2024	5,230	0.83
19 Nov 2024	4,800	0.67
4 Dec 2024	4,350	0.69
18 Dec 2024	2,560	2.11
25 Dec 2024	2,830	2.88
1 Jan 2025	1,580	3.51
8 Jan 2025	2,000	2.52

We can also advise that since 22 December, faecal coliform levels have been within the target range for compliance. This is another indicator of the recent improvement in the overall health and balance of the plant.

To minimise odour impact over the Christmas New Year period we paused non-critical work. We will restart our programme of maintenance on the plant next week. This is critical to the continued efficient operation of the plant. We will keep you informed of this work and any risk of increased odour that may result. With the plant operating under normal conditions, we have stopped the transportation of dewatered sludge to landfill and are only taking dried sludge.

## Update on trial to shutdown odour neutralisers

The trial of the shutdown of the odour neutralisers finished on 2 January 2025. Thanks to everyone who completed the survey, especially those people who continued to do this over the holiday period.

A summary of all the responses from the trial has been published on our website [here](#).

We will provide a decision on the next steps with the use of the odour neutralisers once we have met with the full team, some of whom are still on leave.

Please note the odour neutralisers are currently being used because of the work being undertaken on the primary sedimentation tanks.

Ngā mihi,

**Jaime Shelley (she/her)**  
**Information & Escalation Coordinator**  
Customer Experience



Ph 04 912 4470

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt





**From:** [Wellington Water](#)  
**To:** [Bruce Hodgins](#)  
**Subject:** [EXTERNAL] Seaview WWTP newsletter - update on plant operations and odour neutraliser shutdown trial  
**Date:** Friday, 20 December 2024 4:59:34 pm

[View this email in your browser](#)

Logo



# Seaview WWTP Newsletter

## December 2024



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## Kia ora koutou

This special edition of the newsletter provides a summary of the findings from Part 1 of the odour neutraliser shutdown trial which finished on 18 December. We also provide an update on the actions arising from the community meeting held on 25 November, together with details of the current status of the plant and operations over the Christmas/New Year holiday period.

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## Odour neutraliser shutdown trial

Thanks to everybody who's completed the survey so far. Part 1 of the trial to shut down the odour neutraliser finished on 18 December and the odour neutraliser was turned back on at 8am Thursday 19 December. Part 2 of the trial is to leave the odour neutraliser running for another two weeks until 2 January 2025.

Please continue to complete the survey until 2 January 2025. This will help us establish a 'baseline' from which we can assess the trial to help us understand whether the smell is better, worse or the same as it has been before the shutdown.

We acknowledge the plant has not been in a normal operating state and will take that into account.

We will continue to keep you updated on the progress throughout this next stage of the trial period via our interested parties' email and our Facebook page - <https://www.facebook.com/wellingtonwater>

The odour survey is simple and very quick to complete. We appreciate your help with this.

**Complete the survey here**

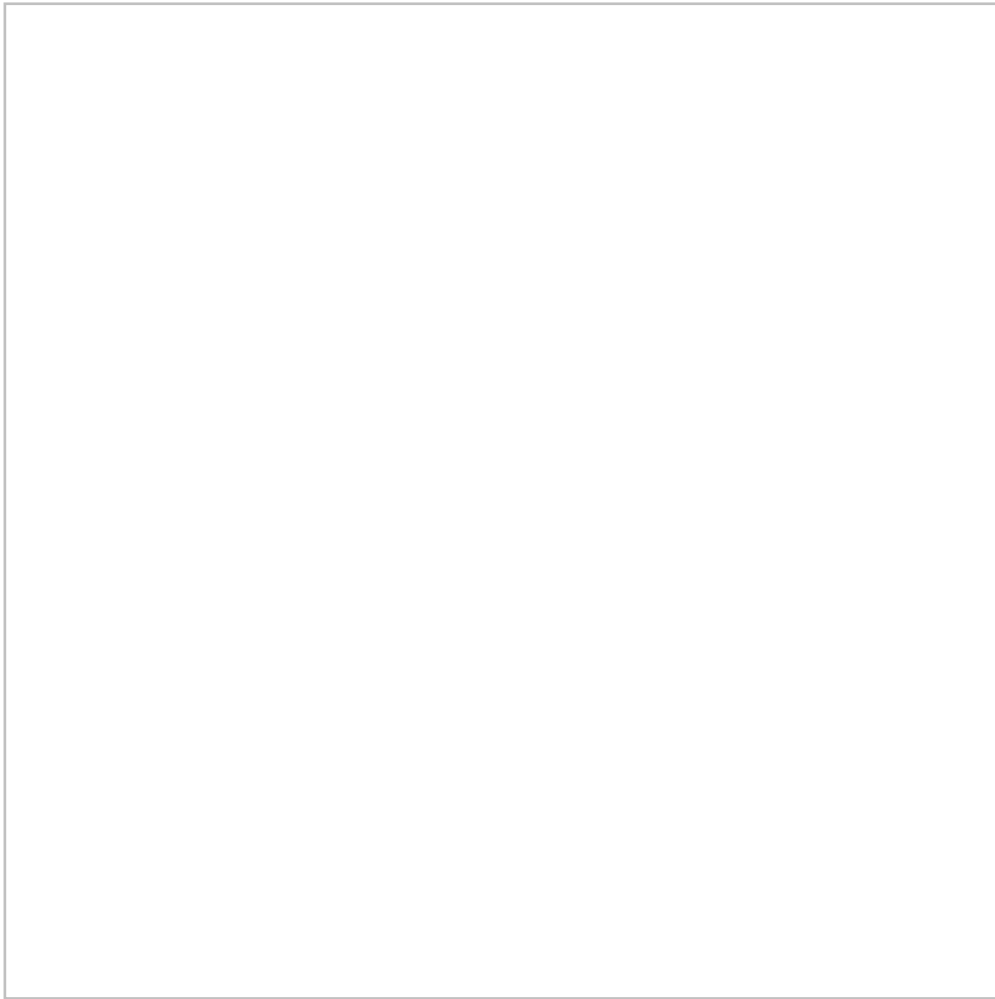
Following the completion of the trial, we will undertake a process of review and assessment of the results. We will keep you informed as we work our way through this in the New Year. Feedback from the community will help Wellington Water and Hutt City Council determine our next steps.

### **Summary of responses so far from the trial**

We received 241 responses to the survey over the period of Part 1 of the trial. Responses to the survey have been relatively low but we did receive a significant number of responses (119) on 6 December.

Odour levels during Part 1 of the trial period confirm that odour remains an issue at the plant. The results show varying levels of impact based on location and weather conditions.





During the trial, odour scouting was also undertaken daily. The findings of the odour scouts align with improvements in plant health and feedback received from the community. The winds were predominantly northerly meaning more odour was observed south of the plant than north. Odour levels were strongest in locations closest to the plant and in areas at the plant where work was being undertaken. Scouting is planned to continue 1-2 days per week in the New Year.

During the period of the trial, work has continued to bring the plant back to optimal operational performance and reduce the risk of increased odour levels over the holiday period. We appreciate this makes it challenging to make an accurate assessment of the effectiveness of the odour neutralisers. This means the results of the survey and odour monitoring need to be considered in the context of work at the plant that may lead to increased odour levels (e.g. transporting dewatered sludge to landfill) and other changes to processes at the plant to increase solids processing (e.g. Dissolved Air Flotation optimisation trial). Further details about this work and the current status of the plant are provided further in this newsletter.

A summary of the responses received from Part 1 of the trial (4-18 December) is available on our website.



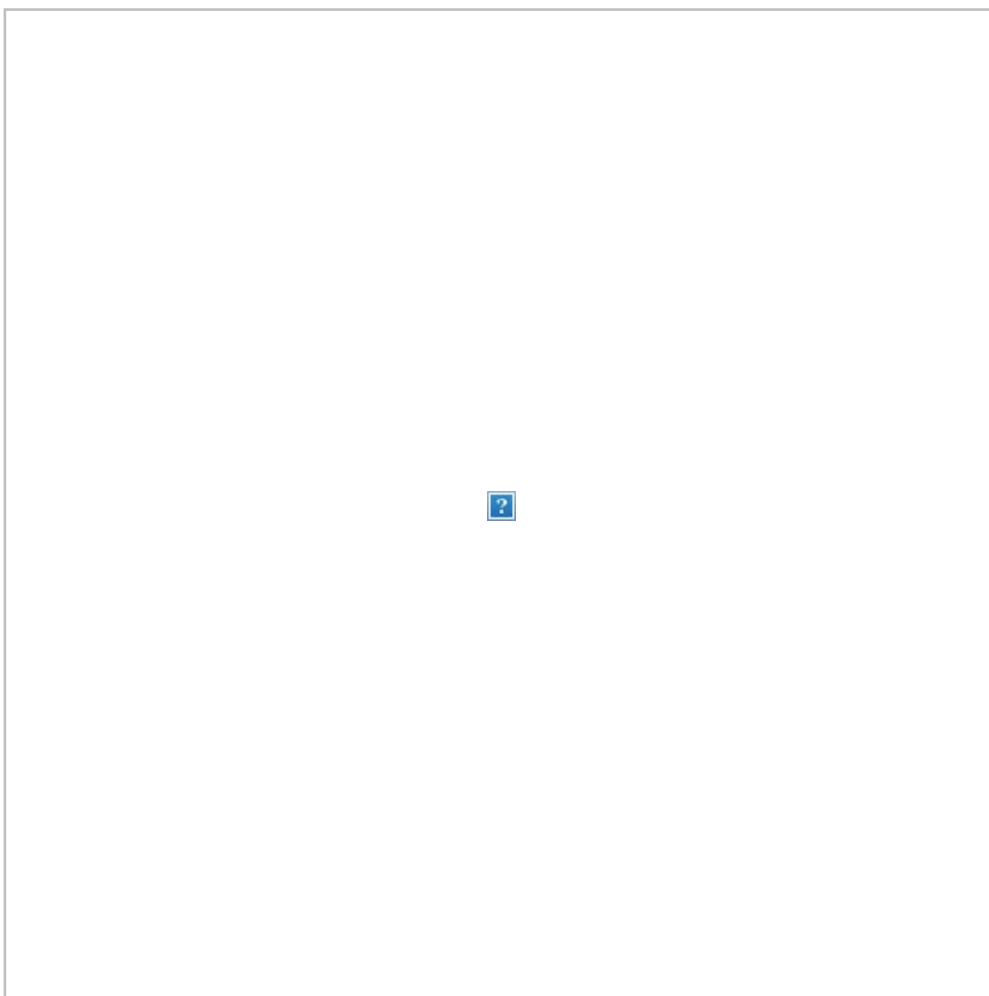
## Plant performance and operations

### Current status of the plant

We have made good progress in the past month and the plant is now close to normal operations. Our recent monitoring has indicated that with the reduction in sludge levels at the plant, odour levels have also generally reduced.

Two key indicators of the health and balance of the biological process at the plant are levels of Mixed Liquor Suspended Solids (MLSS) and Dissolved Oxygen (DO). MLSS measure the volume of solids in the aeration tanks where bacteria feed on organic material in the wastewater. Providing the right range of Dissolved Oxygen (target range 1 to 3), gives the bacteria the best conditions to grow.

Below is a summary of how these indicators have been tracking since the outages with the dryer in September and October.



While there is still some work to do to return the plant to the level that it was operating at before the incidents with the dryer, we are pleased to see a marked improvement in both indicators.

## **Operations over the holiday period**

Preliminary cleaning of Primary Sedimentation Tank #2 has been completed in advance of repairs to be undertaken after parts arrive in mid-January. Work on the repair to Blower #2 has also been completed.

To keep the plant stable and minimise odour, we will be limiting planned maintenance and pausing non-critical work at the plant over the holiday period. The trucking of dewatered sludge to landfill will also stop from end of day Friday 20 December.

Routine operation of the plant and dryer will continue. Veolia, our plant operators will be monitoring key process points of the plant during the holiday period. Work has been undertaken to build resilience to plant operations, with resources on call and escalation processes in place to respond to any incidents that may arise.

The weekly updates on odour levels and plant operations recently provided will stop over the holiday period. We will follow our usual procedures for notification to the community of any unplanned outages, maintenance or operational incidents at the plant.

## **Actions from the community meeting**

A summary of the notes from the community meeting held on 25 November, as well as a copy of the presentation on plant operations has been published on our website.

[See notes and presentation from meeting here](#)

## **Increased odour monitoring**

We are continuing to investigate the right type of monitors that we could use to increase our monitoring of odour from the plant. We have met with the team at Christchurch City Council about the monitors that they have used. Our engineering team are completing their initial evaluation, and we will provide a further update in the New Year.

## **Updates on potential for high odour levels**

We have continued to provide weekly communications to the community about operations at the plant that could impact on odour levels via our interested parties email list and posted updates on our website and Facebook page.

We are committed to making this information as accessible and transparent as possible so are looking at other formats to present these updates and to increase visibility on our website. We acknowledge that wind direction impacts odour levels and will explore how we can provide this as an added layer of information on our website.

We will keep you updated on progress with this work which requires further investigation and changes to our website.

---

## Thank you!

Thank you for your patience and understanding as we have worked through the incidents at the plant. We appreciate it's been difficult and at times unpleasant for the community over an extended period.

We are pleased to see that plant operations have stabilised and assure you that we will continue to do all we can to avoid offensive odours from the plant, especially over the summer.

We wish you all the best for the holiday season.

Blair Johnson  
**Head of Wastewater Contracts**

---

## Keep in touch!

You are receiving this email because you have expressed an interest in the plant.  
Please feel free to share this with others who may be interested.

Join the mailing list for plant notifications and this monthly update, at  
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If you have any questions relating to this newsletter email  
[community@wellingtonwater.co.nz](mailto:community@wellingtonwater.co.nz).

For complaints relating to specific incidents or properties go to  
[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz).





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**From:** [Linda Lim](#)  
**To:** [Bruce Hodgins](#); [Ted Grieve](#); [Melissa Schwalger](#); [\\_Mayors Office](#)  
**Subject:** [EXTERNAL] Update on Seaview WWTP odour neutraliser trial and community update  
**Date:** Tuesday, 17 December 2024 3:26:08 pm  
**Attachments:** [image001.png](#)

---

Kia ora team

Just a quick heads up that we are working on collating the results of the trial and will send a summary of our findings from the first stage which finishes tomorrow to you.

We will be sending an update to the community via the newsletter on Friday afternoon. This will include a summary of the findings of Stage 1 of the trial, as well as an update on the plant and plan over the Christmas break. We will also include an update on the other actions following the community meeting on 25 November. We will send the draft content through to you for review by end of day Thursday. We would appreciate feedback by midday Friday to enable the newsletter to be finalised and sent out in the afternoon.

As advised to the community at the start of the trial, we will turn the neutralisers back on and ask the community to continue completing the survey for another 2 weeks. This is to give us a baseline from which we can assess the impact on odour levels with the neutraliser on and off.

Be in touch again tomorrow.

Linda

Ngā mihi

**Linda Lim**  
Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



**From:** [Sheil Priest](#)  
**To:** [Charlotte Parish](#); [Bruce Hodgins](#); [Ted Grieve](#); [Tim Harty](#); [James Ford](#)  
**Cc:** [Vanessa MacFarlane](#); [Linda Lim](#); [Julie Alexander](#); [Jeremy McKibbin](#)  
**Subject:** [EXTERNAL] Update on the Seaview odour neutraliser trial  
**Date:** Monday, 9 December 2024 6:56:51 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)  
**Importance:** High

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Dear all

The trial to test the impact of not using the odour neutralisers on the odour levels experienced by the Seaview community commenced last Wednesday. This was in response to feedback from some members at the public meeting on 25 November.

We will be posting the first set of results **for the period 4-8 December** and wanted to give you a heads up on the data we will be sharing. Please let me know if you have any questions or concerns.

- Total number of responses – 173 responses as at 8.00PM on 8 December 2024.
- Location-wise, responses were spread across these suburbs:

Suburb	Total	Rating				
		1	2	3	4	5
Alicetown	1			1		
Boulcott	2			1		1
Eastbourne	1					1
Gracefield	13			1	5	6
Kaiwharawhara	1				1	
Lower Hutt	9			2	3	4
Moera	11			2	2	7
Naenae	1			1		
Petone	4				1	3
Point Howard	2			2		
Seaview	51	5	1	5	11	26
Sorrento Bay	4	4				
Wainuiomata	4			1	2	1
Waiwhetu	48	5		13	12	15
Waterloo	15	1		3	6	5
Woburn	6			1	1	4
Grand	173	15	1	33	44	73

Most impacted
Next most impacted
Lesser impact
Least impacted

- Worst day for odour levels – 6 December, 2024 with 103 or 60% of responses of whom 74% rated it a 4 or 5
- Of the total, what % responded with 4 or 5 rating? 68% so far
- **Of the total**, what % are finding it the same or worse than previous months? *Some choose not to respond which is why totals don't add up to 100%*
  - About the same = 41%

- Worse = 37%
  - Not as bad = 20%
- **Of those who selected 4 or 5**, what % are finding it the same or worse than previous months?
  - About the same = 46%
  - Worse = 50%
  - Not as bad = 4%
- Of the 173, there were 107 who also commented, of whom **24 or 22% have suggested or directly asked for the neutralisers to be turned back on** due to the level of offensive odour, while some have been grateful to have the opportunity to test the impact like we are doing.

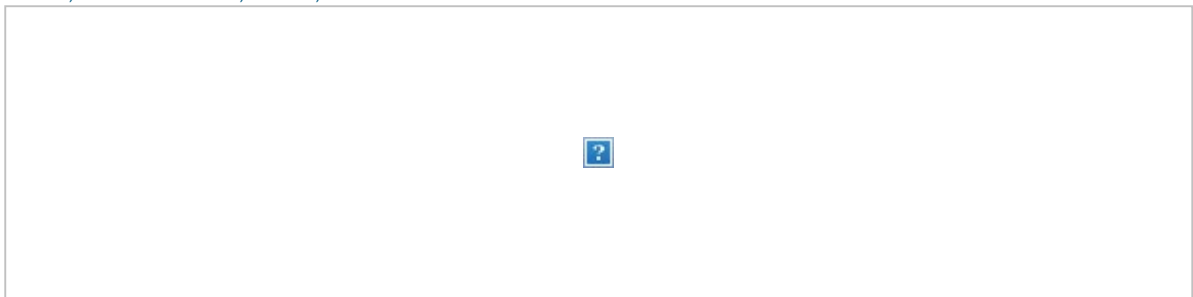
Ngā mihi nui,

**Sheil Priest (she/her) Principal Advisor Relationships and Engagement**



**Tel** 04 912 4400 **Mob** 021 475 984

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



**From:** [Linda Lim](#)  
**To:** [Bruce Hodgins](#)  
**Subject:** [EXTERNAL] Updated RNZ article on odour neutraliser trial  
**Date:** Friday, 20 December 2024 6:17:54 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

Hi Bruce

See below for your information. I approached them to request an update and they have made some tweaks.

L

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Hamish Cardwell <Hamish.Cardwell@rnz.co.nz>  
**Sent:** Friday, December 20, 2024 1:39 PM  
**To:** Media <Media@wellingtonwater.co.nz>; Media <media@huttcity.govt.nz>  
**Cc:** Ashleigh McCaull <Ashleigh.McCaull@rnz.co.nz>; Lauren Crimp <Lauren.Crimp@rnz.co.nz>  
**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Hi again, I've gone through and made a few tweaks – that republish should come through shortly

<https://www.rnz.co.nz/news/national/537206/hutt-valley-residents-notice-huge-improvement-in-stench-with-wastewater-plant-deodoriser-turned-off>

**Hamish Cardwell** | Wellington Bureau Chief  
DDI: 04 474 1758  
Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Hamish Cardwell

**Sent:** Friday, 20 December 2024 1:17 pm

**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi there I'll have a look and see what's missing

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Friday, 20 December 2024 1:10 pm

**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>; Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Kia ora Ashleigh (and Hamish)

We noted there was a short article on RNZ this morning about the odour neutraliser.

As per my initial email when we first received this inquiry, the odour neutraliser trial shutdown is still underway and the odour levels from the plant is also impacted with other work that we have been doing to reduce these.

Can I please ask that you update the article to provide this additional context for the public. We will also be publishing a summary of the results of Stage 1 of the trial this afternoon (around 3pm) together with a status update of odour levels and plant operations.

Hamish – happy to schedule an interview in the New Year once Stage 2 of the trial is completed and we've had a chance to review all the results.

Thanks  
Linda

As discussed, the trial of the Seaview odour neutraliser is still underway. Today marked the end of the first stage of trial. We are now in the second stage of the trial with the odour neutralisers turned back on this morning. We are asking the community to continue completing the survey for a further two weeks. This will help us to establish a 'baseline' and feed into our assessment of the trial to understand the effectiveness of the odour neutralisers.

We are reviewing the responses received from the survey to date and will provide a summary of our initial findings by the end of day tomorrow. This will be available on our website – see <https://www.wellingtonwater.co.nz/resources/topic/wastewater/wastewater-treatment-plants/seaview-wastewater-treatment-plant>. We will also continue to post updates on our Facebook page.

The feedback from the community along with other monitoring by our odour scouts will help us to determine next steps. We also need to consider the impact of operational work that has been continuing at the Seaview Wastewater Treatment Plant during the period of the trial. This does pose some challenges in pinpointing the effectiveness of the odour neutralisers during the trial, but these are critical works to bring the plant back to optimal operational performance and reduce the risk of increased odour levels over the holiday period.

Ngā mihi

**Linda Lim**  
Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Thursday, December 19, 2024 5:50 PM

**To:** Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>; Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi Hamish

I'll be in touch with you around 1pm to let you know how we are tracking with this.

Linda

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt



---

**From:** Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>

**Sent:** Thursday, December 19, 2024 2:23 PM

**To:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>;  
Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Hi Hamish

Nice chatting earlier. As discussed, council's position is that we will wait until all data from the trial has been collected and evaluated before commenting.

Cheers, Dave

---

**From:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Sent:** Thursday, December 19, 2024 1:56 PM

**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>



**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Ok cool thanks for that, appreciate your time!

Ill just slip these qs here again in case you missed them in the back and forth, any comment in relation to them would be excellent

- How has the trial generally gone so far from council/ww perspective?
- Can you explain a little more the operational work at the plant in recent weeks? (I take this to mean some sort maintenance/remedial type work has been done simultaneously to the trial which could complicated the findings?)
- What's an odour scouter? (sounds fascinating)!
- What's the general tenor from feedback from residents?
- What is your message to residents?
- When will any decision post the end of the trial as to next steps be made?

Would love a statement by about 3pm – can do a touch later if we know it's coming and can hold the space for it

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Thursday, 19 December 2024 1:53 pm

**To:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi Hamish

Thanks for the follow up. We are working hard to get the summary of the results out to the community by the end of day tomorrow. I can do my best but its unlikely it will be signed off by 2pm, so probably best for you to proceed with a story this arvo. Another option could be for you to hold this over to tomorrow and I can give you an update mid morning on how we are tracking with the survey results. If 2pm is not possible, then you run with your original story?

L

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Sent:** Thursday, December 19, 2024 12:50 PM

**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Hi Linda thanks for this, I was wondering what the earliest would be u could get the info to us tomorrow?

If it was 2pm or thereabouts it could make it into the piece tomorrow and so we'd wait until then to do it.,

But if it was later than that then we will revert to the original plan and do a story this arvo given there now may be no benefit to waiting. (and we've got all the other material we need).

Let me know asap what you can do, if it's the later we can get u specific qs that you may be able to answer to full out WW side of it

Thanks heaps!

**Hamish Cardwell** | Wellington Bureau Chief  
DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Thursday, 19 December 2024 12:27 pm

**To:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz); Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Kia ora Hamish

Thanks for your enquiry. As discussed, the trial of the Seaview odour neutraliser is still underway. Today marked the end of the first stage of trial. We are now in the second stage of the trial with the odour neutralisers turned back on this morning. We are asking the community to continue completing the survey for a further two weeks. This will help us to establish a 'baseline' and feed into our assessment of the trial to understand the effectiveness of the odour neutralisers.

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The feedback from the community along with other monitoring by our odour scouts will help us to determine next steps. We also need to consider the impact of operational work that has been continuing at the Seaview Wastewater Treatment Plant during the period of the trial. This does pose some challenges in pinpointing the effectiveness of the odour neutralisers during the trial, but these are critical works to bring the plant back to optimal operational performance and reduce the risk of increased odour levels over the holiday period.

We are happy to schedule an interview in the New Year following the completion of the trial.

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Sent:** Thursday, December 19, 2024 8:49 AM

**To:** [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz); Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RNZ media request - deodorizer trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Kia ora, Hamish Cardwell from RNZ here

We're doing a story today to mark the end of the Seaview deodoriser trial – will head out and talk to people in the community.

I was wondering if we could tee up interviews with the council/Wellington Water and possibly the mayor or a local ward councillor?

We will be in the area mid morning if we could swing by for a chat?

If face to face wasn't possible a phone chat would also suffice

Thanks so much for your help!

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



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**From:** [Media](#)  
**To:** [Bruce Hodgins](#); [Kate Brooks](#); [Alison Geddes](#); [Caryn Ellis](#)  
**Subject:** FW: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial  
**Date:** Monday, 13 January 2025 3:39:38 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)

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FYI. This landed today. Will be dealt with by Wellington Water.

---

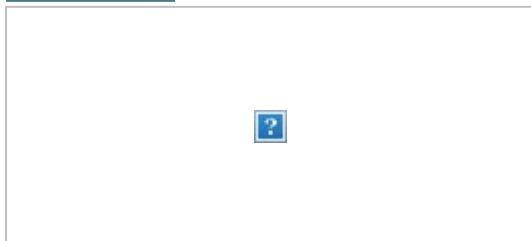
**From:** Hamish Cardwell <Hamish.Cardwell@rnz.co.nz>  
**Sent:** Monday, January 13, 2025 3:30 PM  
**To:** Media <Media@wellingtonwater.co.nz>; Media <media@huttcity.govt.nz>  
**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi there happy new year!

Just checking back in on this one, was wondering how the second phase of the trial went? Any chance we could schedule an interview tomorrow morning or Wed to catch up on where things are at?

Thanks heaps

**Hamish Cardwell** | Wellington Bureau Chief  
DDI: 04 474 1758  
Mobile: 021 801 653  
[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>  
**Sent:** Friday, 20 December 2024 6:14 pm  
**To:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>  
**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>  
**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi Hamish

Thanks for the reply and tweaks to the article.

As discussed we have published a summary of the responses received from Part 1 of the survey from the trial – see

<https://www.wellingtonwater.co.nz/resources/topic/wastewater/wastewater-treatment-plants/seaview-wastewater-treatment-plant/seaview-odour-neutraliser-trial-shutdown>

We also have an update on odour levels at the plant following an intense period of work over the past month to get the plant back to normal operations. As mentioned, this work will have contributed to reduced odour levels coming from the plant see -

<https://www.wellingtonwater.co.nz/projects/seaviewwwtp?tab=4&update=409>

A copy of our newsletter that went out this afternoon with a full update on the plant has also been published on our website – see

<https://www.wellingtonwater.co.nz/projects/seaviewwwtp?tab=6>

This all provides context for what's happening at the plant and the complexities and challenges that we have been working on.

Please feel free to use any of this information for follow up articles that you may wish to publish, otherwise I look forward to hearing from you in the New Year and we can look at scheduling an interview following completion of the trial.

Have a great Christmas and new year break.

Linda

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



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**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

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Hi again, I've gone through and made a few tweaks – that republish should come through shortly

<https://www.rnz.co.nz/news/national/537206/hutt-valley-residents-notice-huge-improvement-in-stench-with-wastewater-plant-deodoriser-turned-off>

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Hamish Cardwell

**Sent:** Friday, 20 December 2024 1:17 pm

**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi there I'll have a look and see what's missing

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Friday, 20 December 2024 1:10 pm

**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>; Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Kia ora Ashleigh (and Hamish)



We noted there was a short article on RNZ this morning about the odour neutraliser.

As per my initial email when we first received this inquiry, the odour neutraliser trial shutdown is still underway and the odour levels from the plant is also impacted with other work that we have been doing to reduce these.

Can I please ask that you update the article to provide this additional context for the public. We will also be publishing a summary of the results of Stage 1 of the trial this afternoon (around 3pm) together with a status update of odour levels and plant operations.

Hamish – happy to schedule an interview in the New Year once Stage 2 of the trial is completed and we've had a chance to review all the results.

Thanks  
Linda

As discussed, the trial of the Seaview odour neutraliser is still underway. Today marked the end of the first stage of trial. We are now in the second stage of the trial with the odour neutralisers turned back on this morning. We are asking the community to continue completing the survey for a further two weeks. This will help us to establish a 'baseline' and feed into our assessment of the trial to understand the effectiveness of the odour neutralisers.

We are reviewing the responses received from the survey to date and will provide a summary of our initial findings by the end of day tomorrow. This will be available on our website – see <https://www.wellingtonwater.co.nz/resources/topic/wastewater/wastewater-treatment-plants/seaview-wastewater-treatment-plant>. We will also continue to post updates on our Facebook page.

The feedback from the community along with other monitoring by our odour scouts will help us to determine next steps. We also need to consider the impact of operational work that has been continuing at the Seaview Wastewater Treatment Plant during the period of the trial. This does pose some challenges in pinpointing the effectiveness of the odour neutralisers during the trial, but these are critical works to bring the plant back to optimal operational performance and reduce the risk of increased odour levels over the holiday period.

Ngā mihi

**Linda Lim**  
Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Thursday, December 19, 2024 5:50 PM

**To:** Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>; Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi Hamish

I'll be in touch with you around 1pm to let you know how we are tracking with this.

Linda

Ngā mihi

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>

**Sent:** Thursday, December 19, 2024 2:23 PM

**To:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Hi Hamish

Nice chatting earlier. As discussed, council's position is that we will wait until all data from the trial has been collected and evaluated before commenting.

Cheers, Dave

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**From:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Sent:** Thursday, December 19, 2024 1:56 PM

**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; Media <[media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Ok cool thanks for that, appreciate your time!

I'll just slip these qs here again in case you missed them in the back and forth, any comment in relation to them would be excellent

- How has the trial generally gone so far from council/ww perspective?
- Can you explain a little more the operational work at the plant in recent weeks? (I take this to mean some sort maintenance/remedial type work has been done simultaneously to the trial which could complicated the findings?)
- What's an odour scouter? (sounds fascinating)!
- What's the general tenor from feedback from residents?
- What is your message to residents?
- When will any decision post the end of the trial as to next steps be made?

Would love a statement by about 3pm – can do a touch later if we know it's coming and can hold the space for it

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Thursday, 19 December 2024 1:53 pm

**To:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)  
**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>  
**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Hi Hamish

Thanks for the follow up. We are working hard to get the summary of the results out to the community by the end of day tomorrow. I can do my best but its unlikely it will be signed off by 2pm, so probably best for you to proceed with a story this arvo. Another option could be for you to hold this over to tomorrow and I can give you an update mid morning on how we are tracking with the survey results. If 2pm is not possible, then you run with your original story?

L

Ngā mihi

**Linda Lim**  
Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>  
**Sent:** Thursday, December 19, 2024 12:50 PM  
**To:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>; [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz)  
**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>  
**Subject:** RE: [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Hi Linda thanks for this, I was wondering what the earliest would be u could get the info to us tomorrow?

If it was 2pm or thereabouts it could make it into the piece tomorrow and so we'd wait until then to do it.,

But if it was later than that then we will revert to the original plan and do a story this arvo given there now may be no benefit to waiting. (and we've got all the other material we need).

Let me know asap what you can do, if it's the later we can get u specific qs that you may be able to answer to full out WW side of it

Thanks heaps!

**Hamish Cardwell** | Wellington Bureau Chief

DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



---

**From:** Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Sent:** Thursday, 19 December 2024 12:27 pm

**To:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>; [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz); Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** [EXTERNAL] - RE: RNZ media request - odour neutraliser trial

Kia ora Hamish

Thanks for your enquiry. As discussed, the trial of the Seaview odour neutraliser is still underway. Today marked the end of the first stage of trial. We are now in the second stage of the trial with the odour neutralisers turned back on this morning. We are asking the community to continue completing the survey for a further two weeks. This will help us to establish a 'baseline' and feed into our assessment of the trial to understand the effectiveness of the odour neutralisers.

We are reviewing the responses received from the survey to date and will provide a summary of our initial findings by the end of day tomorrow. This will be available on our website – see <https://www.wellingtonwater.co.nz/resources/topic/wastewater/wastewater-treatment-plants/seaview-wastewater-treatment-plant>. We will also continue to post updates on our Facebook page.

The feedback from the community along with other monitoring by our odour scouts will help us to determine next steps. We also need to consider the impact of operational work that has been continuing at the Seaview Wastewater Treatment Plant during the period of the trial. This does pose some challenges in pinpointing the effectiveness of the odour neutralisers during the trial, but these are critical works to bring the plant back to optimal operational performance and

reduce the risk of increased odour levels over the holiday period.

We are happy to schedule an interview in the New Year following the completion of the trial.

Ngā mihi

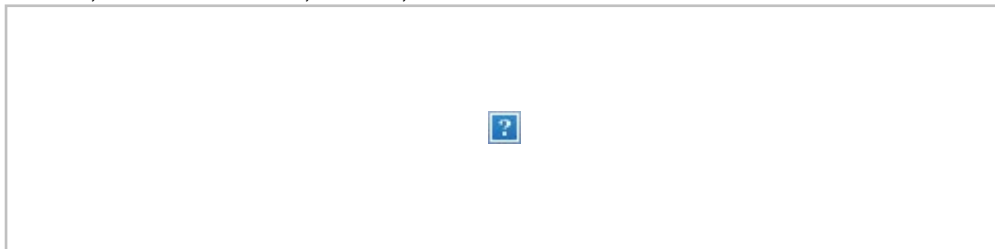
**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

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



---

**From:** Hamish Cardwell <[Hamish.Cardwell@rnz.co.nz](mailto:Hamish.Cardwell@rnz.co.nz)>

**Sent:** Thursday, December 19, 2024 8:49 AM

**To:** [media@huttcity.govt.nz](mailto:media@huttcity.govt.nz); Media <[Media@wellingtonwater.co.nz](mailto:Media@wellingtonwater.co.nz)>

**Cc:** Ashleigh McCaull <[Ashleigh.McCaull@rnz.co.nz](mailto:Ashleigh.McCaull@rnz.co.nz)>; Lauren Crimp <[Lauren.Crimp@rnz.co.nz](mailto:Lauren.Crimp@rnz.co.nz)>

**Subject:** RNZ media request - deodorizer trial

**Caution:** This is an external email. Please take care when clicking links or opening attachments.

Kia ora, Hamish Cardwell from RNZ here

We're doing a story today to mark the end of the Seaview deodoriser trial – will head out and talk to people in the community.

I was wondering if we could tee up interviews with the council/Wellington Water and possibly the mayor or a local ward councillor?

We will be in the area mid morning if we could swing by for a chat?

If face to face wasn't possible a phone chat would also suffice

Thanks so much for your help!

**Hamish Cardwell** | Wellington Bureau Chief  
DDI: 04 474 1758

Mobile: 021 801 653

[www.rnz.co.nz](http://www.rnz.co.nz)



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**From:** [Bruce Hodgins](#)  
**To:** [Jo Miller](#)  
**Subject:** FW: [EXTERNAL] SEAVIEW WWTP - ODOUR NOTIFICATION  
**Attachments:** [image001.png](#)

---

FYI

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**From:** Customer Notifications <Customer.Notifications@wellingtonwater.co.nz>  
**Sent:** Thursday, January 9, 2025 4:34 PM  
**To:** Customer Notifications <Customer.Notifications@wellingtonwater.co.nz>  
**Subject:** [EXTERNAL] SEAVIEW WWTP - ODOUR NOTIFICATION

**You are receiving this email because your email address appears on either the mailing list for the Seaview Wastewater Treatment Plant or our list of interested parties.**

Kia ora

Happy New Year, we hope you all had a wonderful break with family, friends, and whānau.

Operations at the plant were largely stable over the holiday period, except for a minor issue with the outfall pump station resulting in a one-hour discharge of fully treated wastewater to Waiwhetū Stream on 27 December and a fault in primary sedimentation tank (PST#2) on 2 January 2025 and PST#3 on 7 January. Work to drain and clean PST#2 in preparation for the repair is underway. This will be followed by an assessment of the scope of the work to repair the fault. Work on the other primary sedimentation tanks will be staged to get them back in to service as soon as possible. Some adjustments to the plant process have been made while these repairs are underway.

Our monitoring of odour indicates that levels have been minimal over the holiday period. This coincides with the operation of the plant returning close to normal, with key indicators for the health and balance of the plant within target range during this period.

Mixed Liquor Suspended Solids measure the volume of solids in the aeration tanks where bacteria feed on organic material in the wastewater. Providing the right range of Dissolved Oxygen, gives the bacteria the best conditions to grow. When the levels of these indicators are within target range, the plant is healthy and odour levels minimal.

	Mixed Liquor Suspended Solids	Dissolved oxygen
Target range	1500 – 2000 mg/L	1.0 to 3.0 mg/L
9 Oct 2024	5,760	0.69
23 Oct 2024	5,070	0.67
5 Nov 2024	5,230	0.83
19 Nov 2024	4,800	0.67
4 Dec 2024	4,350	0.69
18 Dec 2024	2,560	2.11
25 Dec 2024	2,830	2.88
1 Jan 2025	1,580	3.51
8 Jan 2025	2,000	2.52

We can also advise that since 22 December, faecal coliform levels have been within the target range for compliance. This is another indicator of the recent improvement in the overall health and balance of the plant.

To minimise odour impact over the Christmas New Year period we paused non-critical work. We will restart our programme of maintenance on the plant next week. This is critical to the continued efficient operation of the plant. We will keep you informed of this work and any risk of increased odour that may result. With the plant operating under normal conditions, we have stopped the transportation of dewatered sludge to landfill and are only taking dried sludge.

### **Update on trial to shutdown odour neutralisers**

The trial of the shutdown of the odour neutralisers finished on 2 January 2025. Thanks to everyone who completed the survey, especially those people who continued to do this over the holiday period.

A summary of all the responses from the trial has been published on our website [here](#).

We will provide a decision on the next steps with the use of the odour neutralisers once we have met with the full team, some of whom are still on leave.

Please note the odour neutralisers are currently being used because of the work being undertaken on the primary sedimentation tanks.

Ngā mihi,

**Jaime Shelley (she/her)**  
**Information & Escalation Coordinator**  
Customer Experience



Ph 04 912 4470  
Private Bag 39804, Wellington Mail Centre 5045  
Level 4, 25 Victoria Street, Petone, Lower Hutt



<b>Name:</b>				<b>Address where smelt:</b>		
Rating scale: 1- didn't smell anything, 2-some smell but tolerable, 3-smelt it, 4-smelt it & quite bad, 5-smelt it & very bad						
<b>Date smelt it</b>	<b>Time of day</b>	<b>Rate 1-5</b>		<b>Date smelt it</b>	<b>Time of day</b>	<b>Rate 1-10</b>
1.			16.			
2.			17.			
3.			18.			
4.			19.			
5.			20.			
6.			21.			
7.			22.			
8.			23.			
9.			24.			
10.			25.			
11.			26.			
12.			27.			
13.			28.			
14.			29.			
15.			30.			
<b>How does the worst smell compare to the period <u>before</u> the trial date of 4 December? Please circle one.</b>						
<div style="display: flex; justify-content: space-around; align-items: center;"> <span>Better</span> <span>Same</span> <span>Worse</span> </div>						
<b>Where did you smell it as bad previously?</b>						
Address:				Business:		
<b>Your contact details, should follow be needed (mobile, phone and/or email):</b>						

## Summary of engagement re: trial of shutdown of odour neutralisers – 6 December

This week we've been engaging with marae, businesses and residents based near the Seaview Wastewater Treatment Plant to let them know about the [odour trial](#), encourage them to participate in the survey and to listen to their views and concerns.

The overall response has been positive. Understandably, there is significant concern and frustration about the plant's smell although people appreciated being informed about the trial and the opportunity to participate in the survey.

The below table is a summary of engagement done to date and the community feedback coming through. Attached is the letter handed out, with a link to the survey including a hard copy option too.

Engagement will continue next week and we'll keep you posted on progress. We are very keen to maximise all channels etc. to let people know about the trial, so if you have any ideas please let us know (for example: council newsletters, getting the message out via councillors etc.).

Any questions, please let me know.

Stakeholder	Key contact	Notes
Kōkiri Marae	Tina Olsen-Ratana	<ul style="list-style-type: none"><li>Shared their experiences particularly over the past three years with the smell.</li><li>A significant challenge for them with a lot of visitors and children at the marae</li><li>They have a keen interest in a 'stink meter' – letting people know the anticipated odour levels everyday so they can plan around this</li><li>They have a big marae event coming up on the 13 December.</li></ul>
Waiwhetū Marae	Kura Moeahu Chair Te Runanganui o Te Ati Awa ki te Upoko o te Ika a Maui Inc	<ul style="list-style-type: none"><li>Met with Konga, who will pass onto key info to the Marae.</li><li>Key comms also being sent via Kura Moeahu</li></ul>
Pelorus Trust	Tasi	<ul style="list-style-type: none"><li>Ballot box for survey feedback currently with reception</li><li>Tasi will be sending out comms to tenants in the building about the trial shutdown and survey</li><li>Tenants include Bowls Wellington, Capital Zone Basketball, Duke of Edinburgh's Hillary Award, Gymnastics NZ, Halberg Disability Sports Foundation, Hutt City Council, Lower Hutt Primary School Sports, NZ Rugby League, Nuku Ora, Softball NZ, Special Olympics NZ, Speedway NZ, Surf Lifesaving NZ, Swimming Wellington, Total Touch NZ, Wellington Golf Inc, Wellington Rugby League</li></ul>
Hutt Indoor Sports	Ange	<ul style="list-style-type: none"><li>Noted a smell of gas in the odour sometimes</li><li>Raised concerns over Juicy fest and the odour impacting the festival</li></ul>

		<ul style="list-style-type: none"> <li>• Smell impacts their business as customers complain and request refunds when there's an increased odour</li> </ul>
Top Ten Holiday Parks	Jenna	<ul style="list-style-type: none"> <li>• Dropped off the A4 and A3 posters</li> <li>• Noted that they've been receiving more complaints from customers about the odour and are financially impacted from having to compensate for the odour and dealing with cancellations etc</li> </ul>
Coffee Box		<ul style="list-style-type: none"> <li>• The odour from the Plant can be smelt from Waiwhetū and Woburn sometimes</li> </ul>
Randwick School		<ul style="list-style-type: none"> <li>• Information will be sent out to parents and staff</li> <li>• Teachers at the office mentioned that the odour can be quite bad</li> </ul>
Golf Warehouse	Richard and Gabriel	<ul style="list-style-type: none"> <li>• Noted there would be strong smells during southerlies</li> </ul>
Gracefield ECE	Jovi	<ul style="list-style-type: none"> <li>• Noted that they would circulate this to staff</li> <li>• The odour along Bell Road is generally bad</li> </ul>
Gracefield School	Robin	<ul style="list-style-type: none"> <li>• Noted that the smell is not that bad, can only smell it a handful of times over the last year.</li> <li>• Next week is their last week of school but they said they'd fill out the survey if there's capacity and they pick up on any unusual odour</li> <li>• Information sent out to local parents</li> </ul>
Burnsco – Fishing supplies	Matt	<ul style="list-style-type: none"> <li>• Smell is not too bad, they can smell the odour if there are northerlies</li> <li>• They're happy to monitor the survey and fill out the survey</li> </ul>
Seaview Marina	Tim and Hailey	<ul style="list-style-type: none"> <li>• Smell can be quite strong depending on the wind direction</li> <li>• Complaints from members about the odour and requests to lower the membership fee</li> <li>• They might send information out to their members about the trial shutdown and survey</li> </ul>

**From:** [Bruce Hodgins](#)  
**To:** [Linda Lim](#); [Ted Grieve](#); [Melissa Schwalger](#); [James Ford](#); [Tim Harty](#); [Charlotte Parish](#)  
**Subject:** RE: [EXTERNAL] FYI - Seaview WWTP - email to interested parties  
**Attachments:** [image001.png](#)

---

Thanks Linda. So we have made the call to turn the deodorisers back on. That wasn't clear at this morning's meeting. Are we likely to get some flak.

---

**From:** Linda Lim <Linda.Lim@wellingtonwater.co.nz>  
**Sent:** Friday, December 13, 2024 2:28 PM  
**To:** Bruce Hodgins <bruce.hodgins@huttcity.govt.nz>; Ted Grieve <Ted.Grieve@huttcity.govt.nz>; Melissa Schwalger <Melissa.Schwalger@huttcity.govt.nz>; James Ford <james.ford@uhcc.govt.nz>; Tim Harty <tim.harty@uhcc.govt.nz>; Charlotte Parish <Charlotte.Parish@huttcity.govt.nz>  
**Subject:** [EXTERNAL] FYI - Seaview WWTP - email to interested parties

Kia ora

Below for your information is a copy of an update that will be sent out this afternoon about odour issues at Seaview and the latest results on the survey.

We will post an update on our website as well as Facebook page – feel free to share.

Linda

**Seaview Wastewater Treatment Plant – update on odour issues and trial of shutdown of odour neutralisers**

Kia ora

We continue to make progress on returning the plant to normal operations.

Our monitoring of odour over the past week has indicated that odour levels appear to be reducing.

Progress with clearing the backlog of sludge is steady and we will continue to truck dewatered sludge to landfill until 20 December. We expect to complete cleaning of the primary sedimentation tank #2 by 18 December. The trial to optimise the processing of sludge before it moves into the centrifuges and dryer has helped with increased production of dewatered sludge. This is an important step towards restoring the plant to a balanced state.

As advised, we will be pausing planned maintenance and other activities over the Christmas/New Year break to minimise odour levels. We are working with Veolia on the plan to manage plant operations during this period.

We will be sending out a final Seaview Wastewater Treatment Plant newsletter for the year around 20 December. This will include details of this plan, as well as an update on the actions arising from the community meeting held on 25 November.

**Odour neutraliser test results: 9-12 December 2024**

The trial to shutdown the odour neutralisers is continuing. Thanks to all who have completed the survey to date. Response numbers have slowed down and we encourage you to share the link to the survey to people impacted by odour levels from the plant. Please continue to submit responses [via the survey](#). This will help us to assess the impact of not using the odour neutraliser on odour levels experienced by the community.

Below are the results from 9-12 December.

	Total	Rated 1 or 2		Rated 3		Rated 4 or 5	
Date	#	#	%	#	%	#	%

9-Dec	<b>11</b>	4	36%	1	9%	5	45%
10-Dec	<b>11</b>	5	45%	2	18%	4	36%
11-Dec	<b>7</b>	3	43%	1	14%	3	43%
12-Dec	<b>4</b>	0	0%	0	0%	4	100%

	Total rated <i>About the same</i> when compared to previously?		Total rated <i>Not as bad</i> when compared to previously?		Total rated <i>Worse</i> when compared to previously?	
Date	#	%	#	%	#	%
9-Dec	<b>3</b>	<b>27%</b>	<b>4</b>	<b>36%</b>	<b>2</b>	<b>18%</b>
10-Dec	<b>1</b>	<b>9%</b>	<b>5</b>	<b>45%</b>	<b>4</b>	<b>36%</b>
11-Dec	<b>1</b>	<b>14%</b>	<b>4</b>	<b>57%</b>	<b>1</b>	<b>14%</b>
12-Dec	<b>1</b>	<b>25%</b>	<b>1</b>	<b>25%</b>	<b>2</b>	<b>50%</b>

	If <i>rated 4 or 5</i> , how many also rated <i>About the same</i> when compared to previously?		If <i>rated 4 or 5</i> , how many also rated <i>Not as bad</i> when compared to previously?		If <i>rated 4 or 5</i> , how many also rated <i>Worse</i> when compared to previously?	
Date	#	%	#	%	#	%
9-Dec	3	60%	0	0%	2	40%
10-Dec	0	0%	0	0%	4	100%
11-Dec	1	33%	1	33%	1	33%
12-Dec	1	25%	1	25%	2	50%

As noted above, work continues at the plant to improve its operational performance, and some of this work will be contributing to odour levels. We will most likely repeat the trial in the New Year to get results from when plant operations are more stable.

The trial will finish on 18 December when the odour neutralisers will likely be turned back on. As advised, we will keep the survey link open for two weeks after this to enable us to obtain a baseline on odour levels to help with our assessment of the trial.

Please keep sending in your experience of odour levels each day via the [survey link](#). More information about the trial and past updates are available on our [website](#).

**Linda Lim**

Senior Advisor, Communications and Engagement



**Mob** 021 243 7975

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt





**From:** [Bruce Hodgins](#)  
**To:** [Stephen Beckett](#)  
**Subject:** RE: [EXTERNAL] Seaview Waste Water Treatment Plant - Odour neutraliser test results: 4-8 December, 2024  
**Attachments:** [image003.png](#)  
[image004.png](#)  
[image005.png](#)

Thanks Stephen. We get updates but its WWL's responsibility to monitor and update.

**From:** Stephen Beckett <[Stephen.Beckett@huttcity.govt.nz](mailto:Stephen.Beckett@huttcity.govt.nz)>  
**Sent:** Wednesday, December 11, 2024 3:16 PM  
**To:** Bruce Hodgins <[bruce.hodgins@huttcity.govt.nz](mailto:bruce.hodgins@huttcity.govt.nz)>  
**Subject:** RE: [EXTERNAL] Seaview Waste Water Treatment Plant - Odour neutraliser test results: 4-8 December, 2024

Are you involved in this Bruce? We are aware of it down here but is anyone monitoring the outcome in Council?

**Stephen Beckett**  
Senior Customer Experience Advisor

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010  
**P:** M: 027 595 7365 **W:** [www.huttcity.govt.nz](http://www.huttcity.govt.nz)



**From:** Patrick McKibbin <[Patrick@hvchamber.org.nz](mailto:Patrick@hvchamber.org.nz)>  
**Sent:** Wednesday, December 11, 2024 8:32 AM  
**Cc:** Patrick McKibbin <[Patrick@hvchamber.org.nz](mailto:Patrick@hvchamber.org.nz)>  
**Subject:** [EXTERNAL] Seaview Waste Water Treatment Plant - Odour neutraliser test results: 4-8 December, 2024

Kia ora, Wellington Water have provided the following update from the survey they have running. Please continue to provide feedback to the survey if you would like to.

I have also attached the latest update on the Seaview area resurfacing work

**Odour neutraliser test results: 4-8 December, 2024**

A trial to test the impact of not using the odour neutralisers on the odour levels experienced by the Seaview community commenced last Wednesday. This was in response to feedback from some of the community at the public meeting on 25 November that the chemical odour was also offensive and made the stench worse. The trial is supported by a [survey](#), seeking feedback from all who experience odour from the Seaview Plant.

Thank you to all those who have taken the time to submit a response via this survey. We would like to share the first set of results for the trial period 4-8 December:

- Total number of responses – 173 responses as at 8.00PM on 8 December 2024.
- Location-wise, responses were spread across these suburbs. The impact grading is based on this set of results, and subject to change as we get more responses:

Suburb	Total	Rating				
		1	2	3	4	5
Alicetown	1			1		
Boulcott	2			1		1
Eastbourne	1					1
Gracefield	13			1	5	6
Kaiwharawhara	1				1	
Lower Hutt	9			2	3	4
Moera	11			2	2	7
Naenae	1			1		
Petone	4				1	3
Point Howard	2			2		
Seaview	51	5	1	5	11	26
Sorrento Bay	4	4				
Wainuiomata	4			1	2	1
Waiwhetu	48	5		13	12	15

Waterloo	15	1		3	6	5
Woburn	6			1	1	4
Grand	173	15	1	33	44	73

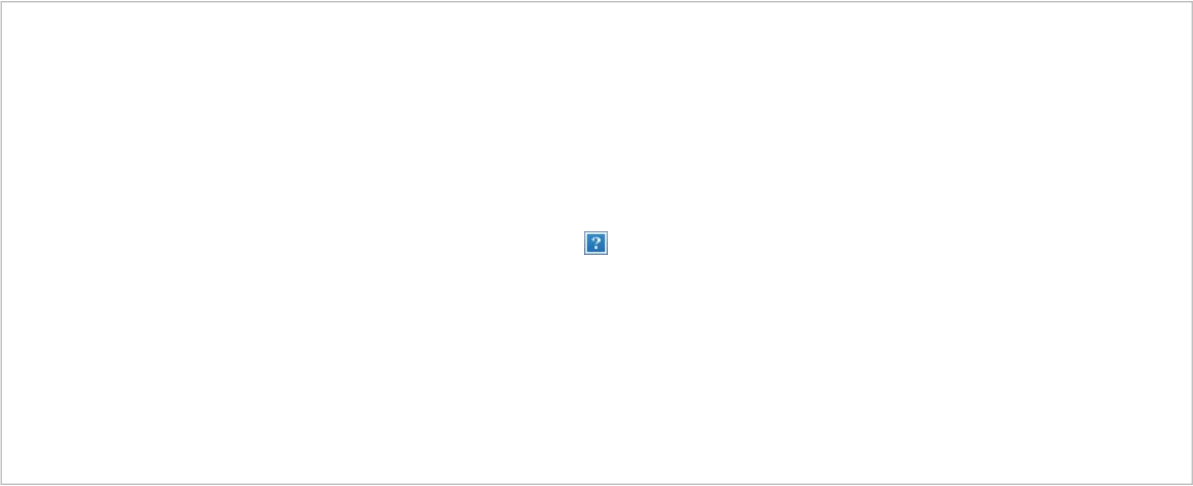
Most impacted
Next most impacted
Lesser impact
Least impacted

- **Worst day** for odour levels during that period – 6 December, 2024 with 103 or 60% of responses of whom 74% rated it a 4 or 5
- Of the total, what % responded with **4 or 5 rating**? 117 or 68% of total responses so far
- **Of the total**, what % are finding it the same or worse than previous months? *Some choose not to respond which is why totals don't add up to 100%*
  - About the same = 42%
  - Worse = 36%
  - Not as bad = 20%
- **Of those who selected 4 or 5 (117 responses)**, what % are finding it the same or worse than previous months?
  - About the same = 46%
  - Worse = 50%
  - Not as bad = 4%
- Of the 173, there were 107 who also commented, of whom **24 or 22% have suggested or directly asked for the neutralisers to be turned back on** due to the level of offensive odour, while some have been grateful to have the opportunity to test the impact of not using the neutralisers, like we are doing.

Do note that work continues at the Plant to improve its operational performance, and some of this work will also be contributing to the odour levels. An update went out yesterday on the most recent progress.  
<https://www.wellingtonwater.co.nz/projects/seaviewwwtp?tab=4&update=404> As work cannot be stopped at this point, we will most likely repeat the trial in the New Year so we have results from when the plant operations are more stable.

Please keep sending in your experience of odour levels each day until the end of December.  
<https://www.wellingtonwater.co.nz/resources/topic/wastewater/wastewater-treatment-plants/seaview-wastewater-treatment-plant>

Patrick McKibbin  
 Chief Executive  
 Hutt Valley Chamber of Commerce|Level 3, 15 Daly Street|P O Box 30653|Lower Hutt  
 T: +64 21 248 1203|Patrick@hvchamber.org.nz|  facebook.com/huttvalleychamber|  linkedin.com/huttvalleychamber



**From:** [Bruce Hodgins](#)  
**To:** [Sheil Priest](#)  
**Subject:** RE: [EXTERNAL] Update on the Seaview odour neutraliser trial  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Thanks Sheil. I have no issue or concern.

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**From:** Sheil Priest <Sheil.Priest@wellingtonwater.co.nz>  
**Sent:** Monday, December 9, 2024 6:57 PM  
**To:** Charlotte Parish <Charlotte.Parish@huttcity.govt.nz>; Bruce Hodgins <bruce.hodgins@huttcity.govt.nz>; Ted Grieve <Ted.Grieve@huttcity.govt.nz>; Tim Harty <tim.harty@uhcc.govt.nz>; James Ford <james.ford@uhcc.govt.nz>  
**Cc:** Vanessa MacFarlane <Vanessa.MacFarlane@wellingtonwater.co.nz>; Linda Lim <Linda.Lim@wellingtonwater.co.nz>; Julie Alexander <Julie.Alexander@wellingtonwater.co.nz>; Jeremy McKibbin <Jeremy.McKibbin@wellingtonwater.co.nz>  
**Subject:** [EXTERNAL] Update on the Seaview odour neutraliser trial  
**Importance:** High

Dear all

The trial to test the impact of not using the odour neutralisers on the odour levels experienced by the Seaview community commenced last Wednesday. This was in response to feedback from some members at the public meeting on 25 November.

We will be posting the first set of results **for the period 4-8 December** and wanted to give you a heads up on the data we will be sharing. Please let me know if you have any questions or concerns.

- Total number of responses – 173 responses as at 8.00PM on 8 December 2024.
- Location-wise, responses were spread across these suburbs:

Suburb	Total	Rating				
		1	2	3	4	5
Alicetown	1			1		
Boulcott	2			1		1
Eastbourne	1					1
Gracefield	13			1	5	6
Kaiwharawhara	1				1	
Lower Hutt	9			2	3	4
Moera	11			2	2	7
Naenae	1			1		
Petone	4				1	3
Point Howard	2			2		
Seaview	51	5	1	5	11	26
Sorrento Bay	4	4				
Wainuiomata	4			1	2	1
Waiwhetu	48	5		13	12	15
Waterloo	15	1		3	6	5
Woburn	6			1	1	4
Grand	173	15	1	33	44	73

Most impacted
Next most impacted
Lesser impact
Least impacted

- Worst day for odour levels – 6 December, 2024 with 103 or 60% of responses of whom 74% rated it a 4 or 5
- Of the total, what % responded with 4 or 5 rating? 68% so far
- **Of the total**, what % are finding it the same or worse than previous months? *Some choose not to respond which is why totals don't add up to 100%*
  - About the same = 41%
  - Worse = 37%
  - Not as bad = 20%
- **Of those who selected 4 or 5**, what % are finding it the same or worse than previous months?
  - About the same = 46%
  - Worse = 50%
  - Not as bad = 4%
- Of the 173, there were 107 who also commented, of whom **24 or 22% have suggested or directly asked for the neutralisers to be turned back on** due to the level of offensive odour, while some have been grateful to have the opportunity to test the impact like we are doing.

Ngā mihi nui,

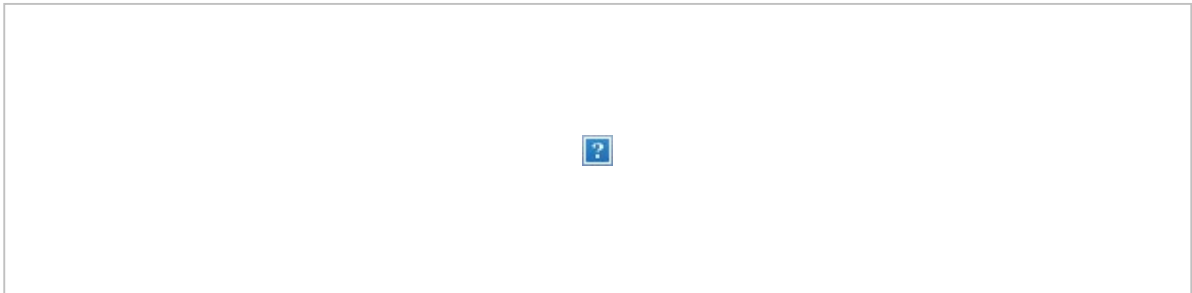
**Sheil Priest (she/her) Principal Advisor Relationships and Engagement**



**Tel** 04 912 4400 **Mob** 021 475 984

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt



6 December 2024

### **Seaview Wastewater Treatment Plant – odour trial and survey**

Tēnā koe,

We are about to start a trial at the Seaview Wastewater Treatment Plant, where we'll be turning off odour neutralisers at the plant for two weeks to assess the odour impact. This is in response to community feedback in a recent meeting.

#### **Here's the key details:**

- The trial runs from Wednesday, 4 December until Wednesday, 18 December
- To help us to assess the impact and effectiveness of the trial, we are asking the community to fill in a quick online odour survey daily to let us know of your experience of odour levels.
- You can fill in this survey up to three times a day – whenever you notice a smell.
- Continue to complete the survey until the end of December so we may establish a baseline for comparison purposes.
- If there is significant negative impact experienced by the community during the trial, it will be shut down earlier than planned.
- We will be monitoring feedback, odour scouting results and complaints very closely throughout the trial.

Here's where you can access an online copy of the survey, either using the QR code or URL:



URL: <https://www.surveymonkey.com/r/5G8XTJ2>

Alternatively, you can fill out a hard copy of the survey and put this in the ballot box located at Pelorus Trust Sports House, Hutt Park.

We have also attached our latest community newsletter with more information of the trial, and the latest plant update. If you would like to subscribe to this regular newsletter and other general plant email notifications, please email [customer.notifications@wellingtonwater.co.nz](mailto:customer.notifications@wellingtonwater.co.nz).

We thank you for your patience and understanding. We acknowledge the impact the odour has had and how incredibly frustrating this is. We would like to assure you we are doing everything we can to minimise odour. If you have questions regarding the information provided, please get in touch with us: [community@wellingtonwater.co.nz](mailto:community@wellingtonwater.co.nz)

Ngā mihi nui

Wellington Water

## Odour neutraliser test results: 9-12 December, 2024

A trial to test the impact of not using the odour neutralisers on the odour levels experienced by the Seaview community commenced last Wednesday, 4 December. Thanks to all who have submitted a response.

The first set of results was sent out to this group earlier this week which we hope you have shared with others. Here is the next set of results.

Response numbers have slowed down since, however, we hope more will respond through the promotion being done and your word of mouth recommendations.

	Total	Rated 1 or 2		Rated 3		Rated 4 or 5	
Date	#	#	%	#	%	#	%
9-Dec	11	4	36%	1	9%	5	45%
10-Dec	11	5	45%	2	18%	4	36%
11-Dec	7	3	43%	1	14%	3	43%
12-Dec	4	0	0%	0	0%	4	100%

	Total rated <i>About the same</i> when compared to previously?		Total rated <i>Not as bad</i> when compared to previously?		Total rated <i>Worse</i> when compared to previously?	
Date	#	%	#	%	#	%
9-Dec	3	27%	4	36%	2	18%
10-Dec	1	9%	5	45%	4	36%
11-Dec	1	14%	4	57%	1	14%
12-Dec	1	25%	1	25%	2	50%

	If rated 4 or 5, how many also rated <i>About the same</i> when compared to previously?		If rated 4 or 5, how many also rated <i>Not as bad</i> when compared to previously?		If rated 4 or 5, how many also rated <i>Worse</i> when compared to previously?	
Date	#	%	#	%	#	%
9-Dec	3	60%	0	0%	2	40%
10-Dec	0	0%	0	0%	4	100%
11-Dec	1	33%	1	33%	1	33%
12-Dec	1	25%	1	25%	2	50%

Do note that work continues at the Plant to improve its operational performance, and some of this work will also be contributing to the odour levels. As work cannot be stopped just yet, we will most likely repeat the trial in the New Year so we have results from when the plant operations are more stable.

Please keep sending in your experience of odour levels each day until the end of December.

<https://www.wellingtonwater.co.nz/resources/topic/wastewater/wastewater-treatment-plants/seaview-wastewater-treatment-plant>

## **Seaview WWTP – update on odour issues and odour neutraliser shutdown trial**

### **Email to interested parties – going out 3pm, 6 December**

Kia ora

Work is continuing on restoring the plant to normal operations which is vital to reducing odour levels.

The dryer is back in operation, and we are making progress with clearing the backlog of sludge. We resumed trucking dewatered sludge to landfill on 3 December and expect to continue doing this until 18 December. This is being done to supplement the dryer and get the plant to normal operations as quick as we can. There is a risk of increased odour at the plant while this process is being carried out. We have erected scaffolding and cover in the area where dewatered sludge is being loaded and are using two fully covered bins that have been transferred from Porirua. This will help reduce odour levels during the load out and trucking of sludge to landfill.

We have additional consultants on site working closely with Veolia to assist with proactive monitoring of the operation of the plant. They are also making recommendations on ways to further improve efficiency as well as any changes that could help to accelerate restoring balance of the plant.

We are working through the recommendations made for improvements in the sludge removal processes. These are focused on optimising the processing of sludge before it moves into the centrifuges and dryer. Early results of this work are positive and will keep you updated on progress.

We are expecting the arrival of replacement parts for Blower 2 on 16 December. When the repair is completed around 19 December, all three blowers will be back in service at the plant.

Urgent maintenance is required on one of the primary sedimentation tanks. This is part of a proactive programme of maintenance critical to the continued efficient operation of the plant. This work will be starting over the next two weeks. There is a risk of increased odour while this work is being carried out. We have plans to minimise this and will be monitoring odour levels closely during this time.

We will be pausing work on the tanks as well some other activities over the holiday period to minimise odour levels. We are also planning to not truck dewatered sludge to the landfill during this period. Normal plant and dryer operation will continue to the capacity of the plant.

### **Update on trial to shutdown odour neutralisers**

The trial of the shutdown of the odour neutralisers started on 4 December. Thank you to all the people who have completed the survey so far. This is vital to help us assess the impact of the effectiveness, or otherwise of the odour neutralisers.

We are encouraged by the support shown by the community for the trial and hope there is high participation in the survey underway to record odour levels during the next four weeks. Please pass on the link to the survey to family, friends and neighbours who are impacted by the odour and encourage them to complete it.

We aim to share updates every 3-4 days via this email and through social media. We received 29 responses in the first two days of the survey, thank you. The results to date show that several people within the area are affected to varying degrees, and some more so than others. As expected, a

northerly wind impacts those towards the south and a southerly wind goes up the valley and affects those in the northern suburbs.

We have also started visiting schools, marae, and businesses in the localised area. We are grateful for the feedback and offers of support to spread the word about the survey. Those who have hard copy survey forms can either scan or take a photograph of their completed form and email it to [community@wellingtonwater.co.nz](mailto:community@wellingtonwater.co.nz) or you can deliver it to the drop off box located in the foyer of Pelorus Trust House.

Some people have commented on the timing of the survey. We acknowledge the challenges to pinpoint the effectiveness of the odour neutralisers when undertaking the survey while work continues at the plant (for example, sludge loadout). We appreciate this may present some challenges to assess the effectiveness of the odour neutralisers.

However, work must continue to bring the plant back to optimal operational performance. These activities are critical in our work to reduce the risk of increased odour levels at the plant over the Christmas/New Year period.

The intent of the trial was to promptly respond to the strong feeling expressed at the meeting on 25 November about the effectiveness of the odour neutralisers and start the process of capturing community experiences through turning them off for a limited period. It is intended that a more standardised trial be considered next year when operations at the plant are more stable.

### **Thank you!**

We really appreciate your support in working with us and providing feedback as we all move towards the positive outcome that we all want for the summer period.

Thanks again for your patience and understanding.