

**Watercare Services Limited**

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

24 March 2021

John Finnegan

Via email

Email: [fyi-request-14965-8c312769@requests.fyi.org.nz](mailto:fyi-request-14965-8c312769@requests.fyi.org.nz)

Dear John

**REQUEST FOR INFORMATION UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS  
ACT 1987**

Thank you for your email of 21 March 2021 in which you request:

*"The number of complaints made to Utilities Disputes about Watercare and number of substantiated  
complaints among them."*

**Our Response**

There has been a total of 57 complaints accepted by the Utilities Disputes about Watercare from February  
2018. There were three occasions where the Commissioner adjudicated in favour of the customer.

Yours sincerely



Pinaz Pithadia

**Report Writer**