

15 March 2106

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Dear Sir/ Madam

Recently Environment Canterbury supplied you with some statistical information on smoke from solid fuel burners, specifically those address that had been subject to multiple complaints. We have discovered that the data supplied is incomplete so wish to correct that by sending you a revised data set.

We are transitioning from an old database to a new one and some of the data did not migrate across in a timely fashion. This means that we have had to cross check with both databases (sometimes more than once) to ensure we have all the relevant information. We thought it only fair to let you know of this error and to correct it as soon as possible. These complaints have been received through our Pollution Hotline.

The new total from 2011-2016 is 1519.

Your question on 'How many of these cases was a complaint reiterated by the complainant after your organisation had taken action? These new stats follow:

75 reiterated complaints – 1 address	13 reiterated complaints – 2 addresses
27 reiterated complaints – 1 address	10 reiterated complaints – 2 addresses
26 reiterated complaints – 1 address	9 reiterated complaints – 4 addresses
23 reiterated complaints – 1 address	8 reiterated complaints – 3 addresses
22 reiterated complaints – 1 address	7 reiterated complaints – 1 address
19 reiterated complaints – 1 address	6 reiterated complaints – 3 addresses
18 reiterated complaints – 1 address	5 reiterated complaints – 3 addresses
17 reiterated complaints – 1 address	4 reiterated complaints – 3 addresses
15 reiterated complaints – 1 address	3 reiterated complaints – 4 addresses
14 reiterated complaints – 3 addresses	2 reiterated complaints – 2 addresses

Yours sincerely



Don Rule
Chief Operating Officer