

31 August 2018

Mr Nicholas Lee  
(Via email: [fyi-request-8568-a6ef6fa1@requests.fyi.org.nz](mailto:fyi-request-8568-a6ef6fa1@requests.fyi.org.nz))

Dear Nicholas

**Official Information request - Watercare - "Letter of Direction" from Waikato Regional Council**

Thank you for your enquiry.

Watercare takes its compliance with all statutory obligations very seriously and is extremely disappointed with the events that resulted in the need for a "Letter of Direction" from the WRC.

Please find attached, copies of the requested documents, associated with the "Letter of Direction" received by Watercare Services Limited (**Watercare**) from the Waikato Regional Council (**WRC**) regarding the Waikato Water Treatment Plant (**WTP**).

The WRC undertook an audit of Watercare's compliance with all resource consents in operations for the Waikato WTP for the period, 1 July 2015 to 30 June 2017. The findings of this audit, based on data and information submitted by Watercare, confirmed several issues/events which warranted the issuing of a "Letter of Direction" from the WRC. This letter was reported to Watercare's board of directors.

Subsequently, Watercare responded to this letter of direction, confirming the completion/implementation of a wide and comprehensive suite of actions and system changes to address issues identified by the WRC. This response also sought to clarify a number of technical (data capture) and reporting issues.

This response was accepted by the WRC during July 2018, after which time representatives of both Watercare and the WRC met at the Waikato WTP to further discuss the issues, confirm the implementation of actions and associated timeframes.

Please note that prior to the recorded events/issues, Watercare had commenced a comprehensive programme of works to improve the robustness, reliability, capacity and address anticipated future statutory requirements at the Waikato WTP. The learnings and outcomes from the issues reported by Watercare and confirmed by the WRC in the 1 July 2015 to 30 June 2017 audit, have been considered and included in the scope of the proposed upgrade works. The upgrades are currently in the concept design phase and expected to be completed within the eighteen months.

While we are disappointed in the events described in the WRC's "Letter of Direction", Watercare are working proactively and ensure that future issues do not occur at the Waikato WTP and that our processes and systems operate reliably to protect the environment we work in.

Yours sincerely



David Hawkins  
**Chief Corporate Affairs Officer**