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Enquiries to: Edward Prince

2 May 2018

Nolwenn Lagadec  
Watercare Services Ltd  
Private Bag 92521  
Wellesley Street  
Auckland 1141

Dear Nolwenn

#### **Letter of Direction – Tuakau WTP Audit 2018**

Watercare Services Limited (WSL) has attained a compliance status of **Partial compliance** in the audit for the site named above for the period **1 July 2015 to 30 June 2017**. This level of compliance is unsatisfactory and as a result Waikato Regional Council is issuing Watercare Services Limited with a **Letter of Direction**.

Watercare Services Limited must respond to the actions detailed in the table below explaining what actions it intends to take to rectify the issues listed and improve the level of compliance at the Tuakau WTP. You must respond in writing by **6 June 2018**.

The actions that require a response are:

<b>Resource consent</b>	<b>Condition Number</b>	<b>Action Required</b>
AUTH120246.01.02	3	Please ensure that all corrective actions identified in the ICAM Investigation Report #9628760 are implemented to reduce the likelihood of a re-occurrence of this type of incident.
AUTH120246.01.02	6	Investigate and take action to improve the quality of the discharged process backwash to within compliant levels and reduce the likelihood of a re-occurrence.
AUTH137722.01.01	4	Please investigate and take action to reduce the instantaneous abstraction rate to within compliant limits.
AUTH137722.01.01	5	Please explain the reason for the spikes in take volume during restricted water take conditions around 7 December 2015, 21 March 2016, 15 June 2016 and 26 July 2016
AUTH960089.01.03	3	Take action to ensure that discharges remain within compliant rate limits.

If you require further clarification or information, please do not hesitate to contact me at the usual address.

Yours faithfully

A handwritten signature in black ink that reads "Edward Prince". The signature is written in a cursive style with a large, looped initial 'E'.

Ed Prince  
**Senior Resource Officer, Infrastructure**