

7 April 2016

Councillors

Auckland Council

Private Bag 92300

Victoria Street West

Auckland 1142

Dear Councillors

Drinking water in Franklin

Lisa Hansen recently contacted you about the water supply to Franklin. This letter provides a background on the changes we have implemented post-integration to ensure the area receives water that meets the Ministry of Health's Drinking Water Standards for New Zealand (DWSNZ).

In 2010, Watercare took over the operation of nine water treatment plants in Franklin. These plants were typically non-compliant with the DWSNZ and ungraded. By comparison, all of the metropolitan plants were producing water that met DWSNZ and were 'A' grade.

These plants were facing two types of issues: water quality and supply. In terms of water quality, the groundwater supplying the plant at Clarks Beach was high in boron which is very difficult to remove using conventional water treatment processes. The groundwater supplying the plant in Pukekohe was high in manganese and iron which was discolouring the water – as a result, the overwhelming majority of water quality complaints were from customers living in Pukekohe.

These plants were also facing supply issues. We recognised that in Pukekohe there was a shortfall between supply and demand that was only going to increase as the population grew. If we did nothing, our demand projections suggested that by 2031 the shortfall alone would have been the equivalent of around four million litres per day. Furthermore, the treatment plant at Clarks Beach was regularly exceeding the daily extraction limit set by its resource consent.

In response to these issues, we undertook a \$116 million project to deliver a safe and reliable water supply to the people of Franklin. Most residents now receive water from the Waikato Water Treatment Plant. Residents in Waiuku and Bombay receive water from upgraded local treatment plants. All of the water supplied is now 'Aa' grade and meets DWSNZ. The upgrade means we now meet our obligations under S.69V (1) of the Health Act 1956 that says all drinking water suppliers must take all practicable steps to ensure drinking water supplied complies with the drinking water standard.

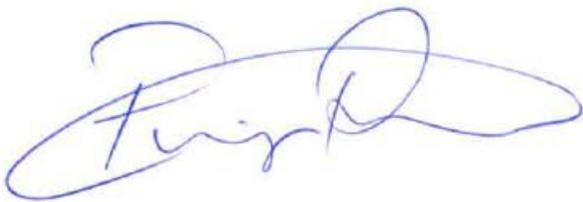
Lisa Hansen raised the issue that by undertaking the \$116 million upgrade to deliver a safe and reliable water supply, we introduced fluoride to these communities. This is not the case. In Pukekohe, fluoride was being added to the water under Franklin District Council and we continued this practice. In terms of the other communities, fluoride was naturally occurring in the groundwater. In Clarks Beach, the level was particularly high, with an average of 0.65mg/L. In Waiuku and Bombay, where we have upgraded the local

treatment plants, fluoride is still naturally occurring at low levels and is not added during the treatment process.

The \$116 million project to deliver a safe and reliable water supply to Franklin was extensively communicated through public events, letters, newsletters, media and signage. Please refer to the attachments for examples.

Given fluoride was naturally occurring in the groundwater sources, and given we communicated frequently with these communities throughout the project, we do not believe there was a need to specifically consult on fluoride ahead of undertaking our project. On the contrary, we stand by our decision to prioritise the delivery of a safe and reliable water supply to our rural communities. For these communities, water quality and supply issues have become history.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Priyan Perera', is written in a cursive style.

Priyan Perera
Manager Water Supply
Watercare Services Limited



Dear resident,

Southern water network upgrade

Watercare is pleased to advise that the water network upgrade in Franklin is nearly complete and will be up and running by September.

In Pukekohe and Buckland, we have just finished installing a new watermain that will connect both towns to Auckland's metropolitan water supply. Once connected, and after a short period of commissioning, Pukekohe and Buckland's discoloured water issues will be a thing of the past.

Local reservoirs at Roosevelt Park, Ngahere Road and the corner of Kitchener and Anzac Roads have also been upgraded. This work has increased the local water system's ability to cope with peak demand and will enable us to cater for the significant growth forecast for the region.

The area's history of discoloured water was the result of naturally occurring iron and manganese in the water that supplied the town. There is a possibility that, during the switch-over onto the metropolitan water supply, the residual sediment in the local network could be disturbed causing short-term discoloured water issues for some households.

The discoloured water is safe, but may taste bitter and could stain white clothing if used for washing clothes.

We would ask that, for the week commencing 24 July 2013, you check that your water is clear by running your tap for a few minutes before using your washing machine or drinking the water. If your water is still discoloured after a few minutes, please phone us on (09) 442 2222 and we will arrange for the pipes in your street to be flushed.

Thank you in advance for your patience and cooperation.

Yours faithfully,

Trish Langridge

Chief Services Officer
Watercare Services Limited

North Franklin Rural Communities

September 2014

Watercare is installing approximately 27 kilometres of new watermain between Pukekohe and Clarks Beach, improving the water quality of the local water supply.

This project is being delivered in three stages, consisting of:

Stage 1

- construction of approximately 5.9 km of 350mm diameter watermain
- 9.3km of 250mm diameter watermain
- construction of a reservoir at Clarks Beach
- connection of the Estuary Crossing
- abandonment of the existing water treatment plants at Clarks Beach, Waiau Beach, Glenbrook Beach and Pukekohe including the abstraction bores

Stage 2

- construction of approximately 8.4km of 500mm watermain from Kitchener Reservoir in Pukekohe (corner Anzac Road) to the existing reservoir in Patumahoe

Stage 3

- construction of 4km of 350mm diameter watermain to Kingseat and the reservoir at Kingseat, taking place on approval of the private plan change and wastewater treatment consent

When?

Works started in 2013 to install the new watermain in the North Franklin area. Due to unforeseen pipeline installation difficulties the pipe installation took longer than expected to complete.

By the end of August, Watercare will have completed the pipeline to Patumahoe and upon completion works will start to upgrade the reservoir pipework in Carter Road.

In October, once testing of the new network is complete, supply will be made available to Clarks Beach residents, followed by the supply to Waiau and Glenbrook Beaches from November.

Any questions?

If you have any specific questions about the project please contact:

Stephen Grace, Senior Engineer

Email: sgrace@water.co.nz

Phone: (09) 539 7884

For general Watercare enquires please call our customer team on (09) 442 2222, Monday to Friday, 7.30am to 6.00pm (except public holidays).

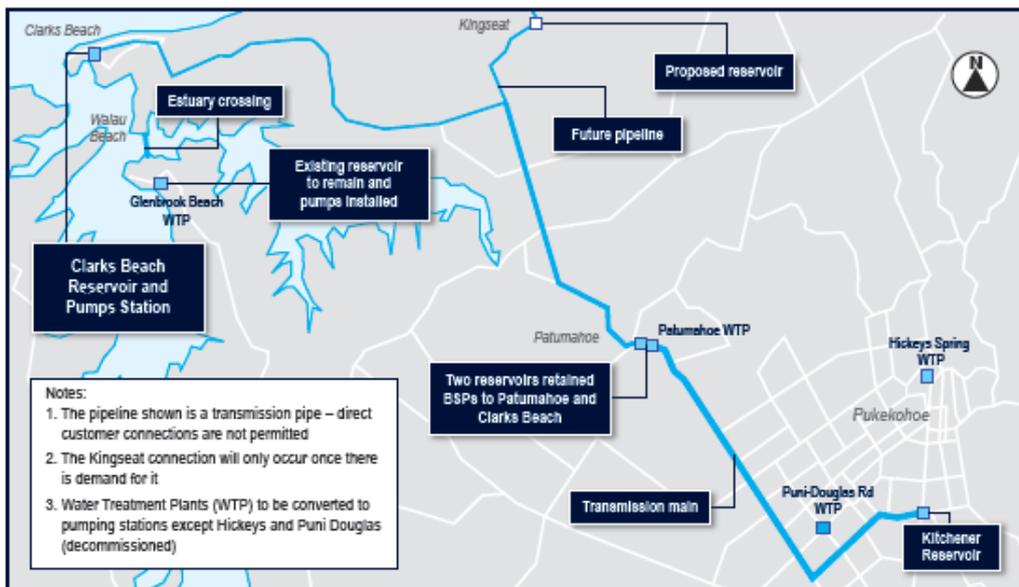
(Please see overhead for the project map)

Quick facts

- Project total estimated capital expenditure – \$32 million
- Improved water quality
- Connection to the metropolitan network allows for better security during drought
- The new reservoir at Clarks Beach provides better security of supply
- Increased capacity in the network improves fire-fighting ability
- Existing bores to be decommissioned

www.watercare.co.nz

North Franklin Rural Communities



Celebrating Franklin's new water supply

Watercare is investing more than \$116 million in Franklin to ensure the residents of Pukekohe, Buckland, Patumahoe, Clarks Beach and Glenbrook receive the same high-quality water as the rest of metropolitan Auckland. Please join us as we celebrate our progress to date, following the successful commissioning of the Pukekohe No.1 Watermain.

EVENT DETAILS

Time: 2-3pm

Date: Friday, 6 September 2013

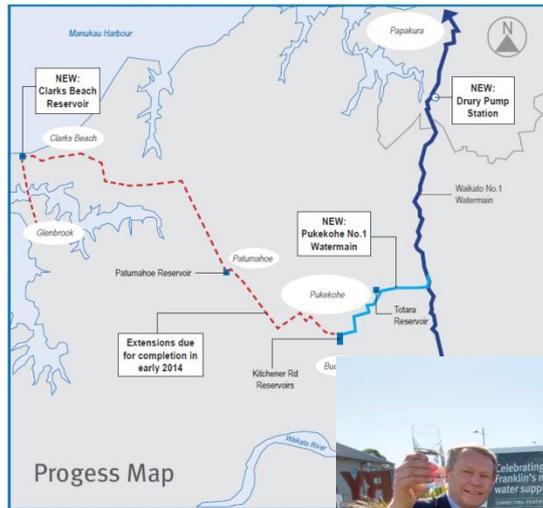
Location: The Centre, 12 Massey Avenue, Pukekohe (see overleaf for map)

RSVP: Rachel Hughes by Monday, 26 August 2013.

Email: rhuughes@water.co.nz

Tel: (09) 539 7436

Watercare
An Auckland Council Organisation



MP for Hunua Dr Paul Hutchison, Councillor Des Morrison, Mayor Len Brown, Watercare Chairman Ross Keenan, Franklin Local Board Chair Andrew Baker at the event to celebrate connecting Pukekohe to the metropolitan supply in 2013.



Watercare chief executive Raveen Jaduram and Franklin Local Board member Alan Cole at the opening of the Clarks Beach reservoir in 2015.

MEDIA RELEASE: Franklin's water supply up to standard

February 2015

Communities throughout Franklin now have access to a safe and reliable water supply that complies with the Ministry of Health's Drinking-Water Standards for New Zealand following the completion of an essential programme of work by Watercare.

Watercare took over the water supply infrastructure from the Franklin District Council in 2010. At the time, most of the local treatment plants were producing water that did not comply with the Ministry of Health's standards, which specify the maximum amounts of substances, organisms, contaminants or residues that may be present in drinking-water. In addition, many of the plants were unable to produce enough water to meet demand at peak times let alone accommodate population growth.

Chief Executive Raveen Jaduram says Franklin District Council had been unable to carry out the necessary upgrades due to the relatively small customer base that was expected to fund the work. "Delivering water that meets the Ministry of Health's standards became our priority," says Mr Jaduram. "We began instigating a range of short- and long-term initiatives to address the problems we inherited."

In 2011, the company upgraded the Pukekohe Water Treatment Plant by adding membrane filters to the treatment process. These filters were able to remove traces of manganese from the water, which – while naturally occurring and safe from a health perspective – would sometimes discolour the water. "The town went from having the highest number of water quality complaints in Auckland to almost none within one year," says Mr Jaduram.

What followed was a major project to supply homes and businesses in Pukekohe, Buckland, Patumahoe, Clarks Beach, Waiau Pa and Glenbrook with water from the Waikato Water Treatment Plant, overcoming both quality and capacity issues. This involved constructing new watermains and a pump station, upgrading four water storage reservoirs and decommissioning six ageing treatment plants.

In September 2013, Pukekohe and Buckland began receiving water from the Waikato Water Treatment Plant, with the remaining communities being connected in December 2014.

"The project is an excellent example of how the Auckland-wide integration of water and wastewater services in 2010 is benefiting rural communities," says Mr Jaduram. "Our paramount objective from the beginning has been to ensure a safe and reliable water supply for everyone in Auckland – regardless of where they live – and this is what we have achieved in Franklin."

Further work has been undertaken to upgrade Waiuku's three water treatment plants and the Bombay Water Treatment Plant.

Local Board Chairman Andrew Baker says he is pleased to see Franklin residents getting a good deal under Watercare.

"I'm sure everyone in Franklin will be happy to learn that they are receiving the same quality of water and levels of service as people in the city centre," says Mr Baker. "The old Franklin District Council would have found it next to impossible to deliver a project of this cost and magnitude. It not only overcomes water

quality issues but also ensures our horticultural and agricultural industries have continued access to the aquifers to meet their ongoing needs,”
Watercare fully funded the work in Franklin.

Details of the programme of work:

Constructed

- Watermains to supply homes and businesses in Pukekohe, Buckland, Patumahoe, Clarks Beach, Waiau Pa and Glenbrook with water from the Waikato Water Treatment Plant.
- Drury Pump Station: The pump station gives Watercare the flexibility of supplying Franklin with water from Waikato Water Treatment Plant or from Ardmore Water Treatment Plant if necessary.
- Clarks Beach water storage reservoir: This new water storage reservoir replaces an ageing above-ground structure.

Upgraded

- Waiuku water treatment plants (Victoria Avenue, Cornwall Road, Waiuku Road)
- Bombay Water Treatment Plant
- Kitchener Road water storage reservoirs
- Totara water storage reservoir

Taken out of service

The new watermain has enabled Watercare to take the following ageing water treatment plants out of service:

- Pukekohe Water Treatment Plant
- Buckland Water Treatment Plants
- Clarks Beach Water Treatment Plant
- Patumahoe Water Treatment Plant
- Glenbrook Beach Water Treatment Plant
- Waiau Pa Water Treatment Plant