

# **Annual Environmental Incident Report 2001**

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## **Executive Summary**

The Wellington Regional Council provides a 24 hour incident response service. This service responds to complaints received about pollution incidents, and non-compliance with the Resource Management Act 1991 (RMA) and regional plans. It also responds to Resource Consent non-compliance issues outside of normal working hours.

The Council is required under Section 35 of the RMA to have a summary of all written complaints received during the preceding five years concerning alleged breaches of the Act or a plan, and information on how it dealt with each complaint.

The Annual Environmental Incident Report provides a summary and analysis of the complaints received over the past year from 1 July 2000 to 30 June 2001.

A total of 1594 complaints were received throughout the Wellington Region during 2000/2001. This is a 30% increase in the number of complaints received over 1999/2000.

Sixty-nine percent of total complaints were regarding air pollution, an 11% increase over same period last year. Odour was the most common cause of these complaints.

Over sixty-eight percent of all complaints were received from within Wellington City. Ten percent were received from within the Eastern Region (Wairarapa). For the remainder of the Western Region, 10.3% were received from Lower Hutt, 5.1% from Porirua, 3.1% from Upper Hutt, and 2.8% from Kapiti.

Seventy percent of complaints received in Wellington City were attributable to seven sites, five of which have Resource Consent from Wellington Regional Council. In almost all instances the complaints related to air quality. Steps have been, or are being, taken at most sites to address the activities from which these complaints arise.

Inner city landuse conflicts were an issue during 2000/2001. This is a result of gentrification, where inner city buildings are developed for residential purposes. This leads to complaints about activities of neighbouring commercial operations. It is expected that this issue will continue throughout the coming year.

Significant pollution incidents are one-off incidents that resulted in significant actual or potential effects on the environment. There were five significant pollution incidents over the last year. These were:

- An unauthorised discharge of industrial wastewater from New Zealand Galvanising Ltd to Waiwhetu Stream, Lower Hutt.
- An unauthorised discharge of oil to Black Creek, Wainuiomata, Lower Hutt.
- An unauthorised discharge of toxic material to Mitchell Stream, Broken Hill, Porirua.
- An unauthorised discharge of sewage and plastic media to Owhiro Stream and Owhiro Bay from Anglian Water International (NZ) Ltd's dewatering plant in Happy Valley, Wellington.

- An unauthorised discharge of dairy shed effluent to a creek, Wairarapa.

Enforcement Action taken in 2000/2001 included 12 abatement notices and 19 infringement notices. Three prosecutions were also heard before the Environment Court, all of which were successful.

Over ninety-five percent of 'Red' category complaints were responded to within 60 minutes, 97.8% of 'Yellow' category complaints were responded to within 24 hours, and 100% of 'Blue' category complaints were responded to within 30 days. On occasions, traffic congestion, travel distances and multiple complaints resulted in delays in responding to some incidents.

There were twenty-six complaints regarding pollution of Waiwhetu Stream in Lower Hutt in 2000/2001. Waiwhetu has been identified as one of the most polluted streams in the Wellington Region.

The Council is taking a proactive approach in 2001/2002 to reduce the level of pollution complaints, particularly from sites that generate repeat complaints. This will involve liaising with Consents Management Department, businesses and the residential community to minimise the risk of problems occurring.

In an effort to reduce actual and potential pollution, Council staff in the Western Region will be targeting high priority industrial areas in both Lower Hutt and Porirua with the pollution prevention programme (Take Charge).

## **1. Introduction**

The Wellington Region is a diverse environment divided by the Tararua and Rimutaka Ranges. In the east, the Wairarapa is dominated by a broad valley, high mountains, and a rugged coastline, while in the west, Wellington is characterised by hilly terrain, an expansive harbour and contrasting coastal areas. Within these landscapes are large rural and urban communities that value a healthy 'clean & green' environment.

The Resource Management Act 1991 (the Act) sets out how we manage our environment, and under the Act, Wellington Regional Council is responsible for the integrated management of the natural and physical resources of the Wellington Region.

The Wellington Regional Council operates a Pollution Response Service throughout the Region. This service responds to complaints received about pollution incidents, and non-compliance with the Resource Management Act 1991 (RMA) and regional plans. It also responds to Resource Consent non-compliance issues outside of normal working hours.

This document provides a summary and analysis of the complaints received over the past year from 1 July 2000 to 30 June 2001.

### **1.1 The Pollution Response Service**

Pollution Response is available to the community 24 hours a day, everyday of the year. It responds to a broad range of environmental incidents including discharges to air, water, and land; unauthorised works in the coastal marine area and the beds of rivers; and unauthorised water takes.

In the Wairarapa, Pollution Response is provided by the Consents and Compliance Section (Consents & Compliance). Consents & Compliance are also responsible for processing resource consent applications and monitoring consent compliance.

In Wellington, Pollution Response is provided by Resource Quality Section (Resource Quality). Resource Quality's other responsibilities include contaminated site management, and with the Environmental Co-ordination Department is implementing Take Charge, the pollution prevention programme. Resource Quality is ISO 9002 accredited for incident response work. Resource Quality also responds to after hours complaints regarding consented activities. Consented activities that create numerous complaints are noted in this report, but for a comprehensive assessment of resource consent compliance refer to the Resource Consent Annual Compliance Report.

Beacon Hill Harbour Radio receives pollution complaints after hours, and contacts the duty officer who responds depending on the nature of pollution complaint. There are four response levels:

**Red Response (1 hour response time):** This type of incident usually involves immediate impact on the environment such as discharges to water and air. On occasions Red level incidents require co-ordination with other agencies such as Regional Public Health, City & District Councils, and the Fire Service.

**Yellow Response (24 hour response time):** This type of incident is unlikely to cause any immediate detrimental impact on the environment but still needs to be followed up. Types of incidents that have a Yellow Response include dead stock in streams, minor works, and minor potential effects from continuous activities, such as discharges to stormwater from car washing operations.

**Blue Response (30 day response time):** This type of incident does not require any immediate action, but may require following up at a later date. This includes complaints about irregularly occurring activities that are not occurring at the present time, but need to be followed up in the future.

**Log Only:** Some incidents do not require investigation, but are important to note, and as such are logged onto the Incident Response Database. These include complaints about activities that occurred in the past.

## **1.2 Legal Framework**

### **1.2.1 Resource Management Act 1991**

The Resource Management Act 1991 (the Act) sets out how we manage our environment, including air, water, soil, biodiversity, the coastal environment, noise, subdivision and land use planning in general (MfE, 2001). Under the Act, Wellington Regional Council is responsible for the integrated management of natural and physical resources of the Wellington Region.

### **1.2.2 Regional Plans**

Within the framework of the Act, Wellington Regional Council (WRC) has developed Regional Plans that separately address the management of air, land, water and coastal resources. Together, the Regional Plans provide a comprehensive tool for managing the effects of activities on the environment.

The Regional Plans contain activity and effect based rules regarding the environment. These rules are the bottom line that businesses and individuals must achieve to comply with the Act in the Wellington Region. Pollution Response investigates incidents of non-compliance with Regional Plans, and at times uses enforcement to ensure compliance with these Plans.

### **1.2.3 Environmental Enforcement**

The Act provides several tools to achieve compliance or penalise non-compliance. The following is a summary of the tools used by Resource Quality in undertaking its functions:



**Warning letter** – A non-statutory tool, a warning letter is frequently used in instances where there have been minor breaches of the Act with temporary effects that do not warrant further action.

**Action letter** – Another non-statutory tool, action letters request compliance where minor breaches are identified as a result of a continuing activity.

**Infringement notice** – An infringement notice is a financial penalty for an environmental offence and are issued under section 338 of the Act. Infringement notices are issued where an offence is significant but the effects on the environment do not warrant prosecution. Infringement fees differ depending on the offence.

**Abatement notice** – An abatement notice is a legal notice that can require a person to take action to either avoid, remedy, or mitigate any actual or potential adverse effect(s) on the environment and/or require compliance with the Act, any regulations made under the Act, a rule in a plan, or a resource consent.

**Enforcement order** – An enforcement order is issued by the Environment Court and can require a person to take action to either avoid, remedy, or mitigate any actual or potential adverse effect(s) on the environment and/or require compliance with the Act, any regulations made under the Act, a rule in a plan, or a resource consent. This is a more serious form of enforcement than an abatement notice, and is enforceable by the Courts.

**Prosecution** – A prosecution is taken against a person or company where there is a serious breach of the Act. The maximum penalties for prosecution are 2 years imprisonment or a \$200,000 fine and \$10,000 fine per day for a continuing offence.

To take enforcement against polluters, the Regional Council must prove environmental offences *beyond reasonable doubt* to serve infringement notices and take prosecutions, and must prove offences *on the balance of probability* to serve an abatement notice. All investigations are undertaken to prove incidents *beyond reasonable doubt*. This ensures that the Council is in a position to take the strongest form of enforcement (prosecution) if required.

A summary of enforcement for the last year is reported in detail in section 4.0 of this report.

## 2. Pollution and Our Environment

Pollution is a broad subject, encompassing issues at local, national, and international levels. Pollution Response deals with pollution issues at the **local** level. This involves dealing with activities that affect our local environment on a day to day basis.

How pollution affects the environment depends on the **type of pollution** and the **sensitivity of the environment**.

Incidents that Pollution Response deal with are frequently **resource specific**, that is, they affect either land, air or water. The types of pollutants frequently dealt with by Pollution Response are outlined in Table 1 – 3.

**Table 1 – Common Surface Water Pollutants**

<b>Pollutant</b>	<b>Potential sources</b>	<b>Potential effects</b>
Hydrocarbons (petrol, oil, solvents etc)	fuel handling & transfer sites, ships, vehicles, various industrial sites	ecotoxic, human health hazard
Metals	electroplaters, galvanising factories, other metal processors	ecoaccumulative, ecotoxic, human health hazard
Non-metals (acids, alkalis)	cement works, industrial cleaners	ecotoxic
Organic waste	farms, food processors, meatworks	damage to aquatic habitats, ecotoxic, human health hazard,
Sediment (silt, dirt, clay etc)	landfills, quarries, river & coastal works, road works	damage to aquatic habitats, recreational values
Sewage	septic tanks, sewage transfer & treatment facilities	human health hazard, recreational values

**Table 2 - Common Air Pollutants**

<b>Pollutant</b>	<b>Potential sources</b>	<b>Potential effects</b>
Dust	industrial yards, landfills, quarries, road works	amenity, human health hazard, offensive, nuisance, objectionable, soil deposition, visibility.
Odour	asphalt plants, farms, fish processors, industrial waste processors, sewage transfer & treatment facilities	amenity, offensive, nuisance, objectionable,
Smoke	generators, incinerators, industrial burning, rural burning	amenity, human health hazard, offensive, nuisance, objectionable, visibility

**Table 3 - Common Land Pollutants**

<b>Pollutant</b>	<b>Potential sources</b>	<b>Potential effects</b>
Hydrocarbons (petrol, oil, solvents etc)	fuel handling and transfer areas, scrap yards, underground storage tanks	ecotoxic, human health hazard, leachate to ground & surface water, odour
Metals	electroplaters, industrial waste processors, landfills, timber processors	ecotoxic, human health hazard, leachate to ground & surface water
Non-metals (e.g. asbestos, cyanide, acids, alkalis)	electroplaters, industrial waste processors, printers	ecotoxic, human health hazard, leachate to ground and surface water
Nutrients	farms, meatworks, food processors,	leachate to ground & surface water
Solid waste	construction & demolition sites, road works	leachate to ground & surface water, methane migration, odour, silt runoff

The sensitivity of Wellingtons environment to pollution is varied. Areas of particular value are identified in the Regional Plans. Generally though, the sensitivity of an environment to pollution depends on the receiving environments;

- size;
- type (low energy, high energy);
- state (natural, slightly modified, highly modified etc); and
- climatic conditions.

For example a pollutant discharged into a small natural estuary on a calm day is *likely* to have a greater effect than the same pollutant discharged into an exposed coastal area during a storm.

## 2.1 Landuse and Pollution

Landuse has a significant influence on the type of pollution that may occur in certain areas. Landuse can be broadly categorised into areas of residential, rural, and industrial activities. The type of activities that occur in an area will influence the type of pollution incidents that occur. For example, a rural landuse is likely to result in pollution incidents relating to farming activities, such as spray drift, dead stock in water ways, and unauthorised discharges of effluent. Incidents in an area dominated by industrial activities are more likely to involve discharges of contaminants such as metals, solvents, and various air pollutants.

Pollution incidents in residential areas are usually of a minor nature, and include incidents such as paint discolouration of streams. However, the overall effect of residential development can have a significant impact on waterways due to changes in catchment hydrology and high levels non-point source pollution. Urban non-point source pollution includes all material on the surface of roofs, driveways, yards, and roads which are washed into streams either directly or via stormwater. Ensuring that waste oil, paint, concrete, dirt, plaster, automotive additives, and cleaning products are not washed into streams and stormwater drains is an important aspect of reducing residential waterway pollution.

Where landuse activities interact (such as an industrial area near a residential area) there can be a **landuse conflict**. Landuse conflict occurs when the activities of one landuse adversely affect the activities of another. For example, an odour produced by a neighbouring factory conflicts with having a barbecue in the back yard of your residential property. It is as a result of such landuse conflicts that the Wellington Regional Council's Pollution Response Service is frequently contacted.

## 2.2 Air Pollution

The majority of Wellington's pollution complaints, as outlined in the following sections of the report, are air pollution complaints. Air pollution deserves a special mention due to the complexity involved in assessing and resolving air pollution issues.

Air pollution directly affects people. It differs from water and land pollution issues where people are frequently concerned about indirect effects on human values, i.e. the effect of pollution on the quality of a local stream or beach. It is possible that because air pollutants are discharged into our direct environment (i.e. we breath air) that there is a high level of air pollution complaints relative to other complaints in the Region (fish rely on people calling the Hotline on their behalf).

Coupled with its direct effect on people, air pollution is a difficult type of pollution to identify and confirm beyond reasonable doubt. Air pollution in the form of smoke or dust is a relatively simple form of pollution to assess as they are visible. Offensive and objectionable levels of odour however, cannot be seen and simply measured and traced. The instrument used to track and measure the level of odour pollution occurring is the human nose.

Using your nose to 'measure' odour is inherently subjective. We all have different levels of sensitivity to odours. To overcome this issue, the Regional Council uses the FIDOL factors. The FIDOL factors are a framework for assessing the effect of odour pollutants on the environment.

FIDOL is an anagram for:

**F**requency – how often an odour perceived during an investigation;

**I**ntensity – how strong the odour is perceived to be during an investigation;

**D**uration – how long the investigation occurs;

**O**ffensiveness – how unpleasant the odour is; and

**L**ocation – where the odour is assessed.

The **intensity** of an odour is assessed based on a scale of 0 – 5, zero being no detectable odour, and 5 being an overpowering and intolerable odour.

Council staff also have their noses scientifically assessed to provide an indication of their level of sensitivity to odour.

Where an odour is identified as a problem, the source of the odour must be **confirmed** (proven beyond reasonable doubt), and a **360° sweep** must be undertaken. A 360° sweep involves travelling around the alleged source of the odour

to confirm that the odour is not coming from somewhere else. This can be difficult for particularly large sites, or sites where there are several potential sources of odour.

## **2.3 Complaints vs. Incidents**

Complaints are notifications by the public of 'potential' pollution. Incidents are complaints that are investigated and 'actual' pollution is found. This document discusses the level of complaints received in detail, as complaints reflect the level of public concern about an issue, however complaints are only an indicative measure of a problem.

For sites that generate high levels of odour complaints, the number of incidents is a less useful measure, as there is a high degree of complexity involved in 'confirming' odour as an incident of air pollution. For this reason, and difficulties in retrieving accurate data, the report focuses on complaints of pollution (potential pollution) rather than incidents of pollution (actual pollution).

Incidents of actual pollution are discussed, specifically incidents where there were significant effects. Incidents of actual water and land pollution are relatively simple to determine and a useful measure of the problems in a particular area.

High and low numbers of complaints also only provide an indication of staff workload. There have been many significant incidents and sources of complaints over 2000/2001 that have required significant levels of staff time and resources to deal with. This is at times not reflected in the level of complaints received. A hypothetical example of this is one complaint received about a significant pollution incident compared with 50 complaints received about continuing odour problems. The one significant incident could consume the same staff resources as the 50 complaints.

### 3. Environmental Incident Summary 2000/2001

#### 3.1 Regional Summary

A total of 1594 complaints were received about pollution from consented and non-consented activities throughout the Wellington Region over the last year. This is a 30 % increase in recorded complaints over the previous year. Figure 1 shows the comparison of total complaints received since 1996.

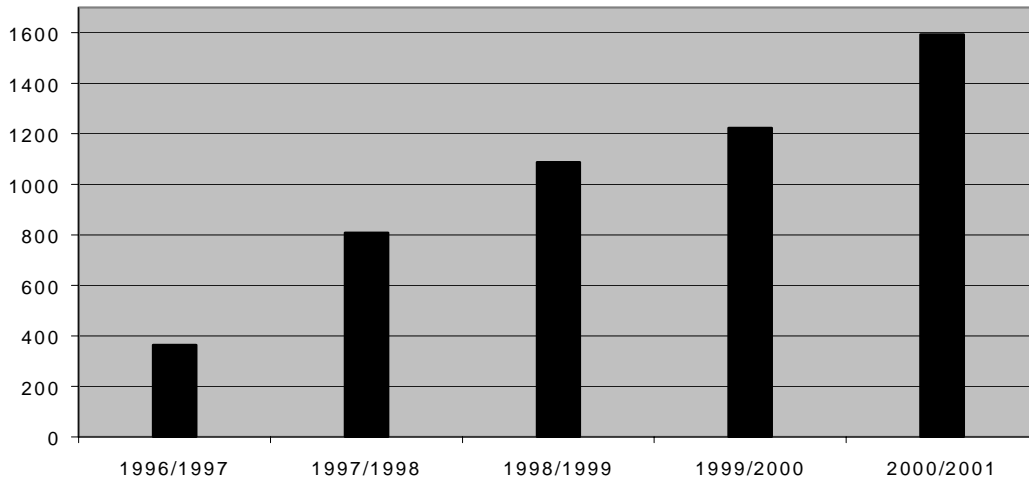


Figure 1: Summary of complaints received 1996 -2001

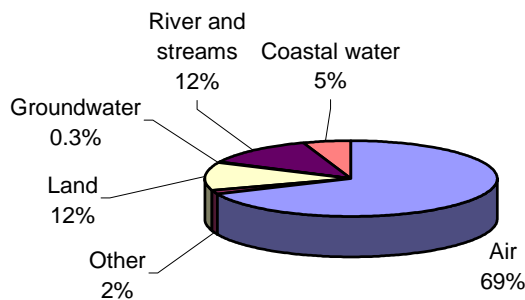


Figure 2: Regional overview of complaint types

Figure 2 is a summary of the types of complaints received throughout the Region. Figure 2 shows that most complaints received were about air pollution.

The following sections of the report break the Region down into the areas west of the Rimutaka ranges (Wellington) and east of the ranges (Wairarapa).

The Western Region is reported as the five territorial areas - Wellington, Porirua, Lower Hutt, Upper Hutt, and Kapiti; Wairarapa is reported as a single area.

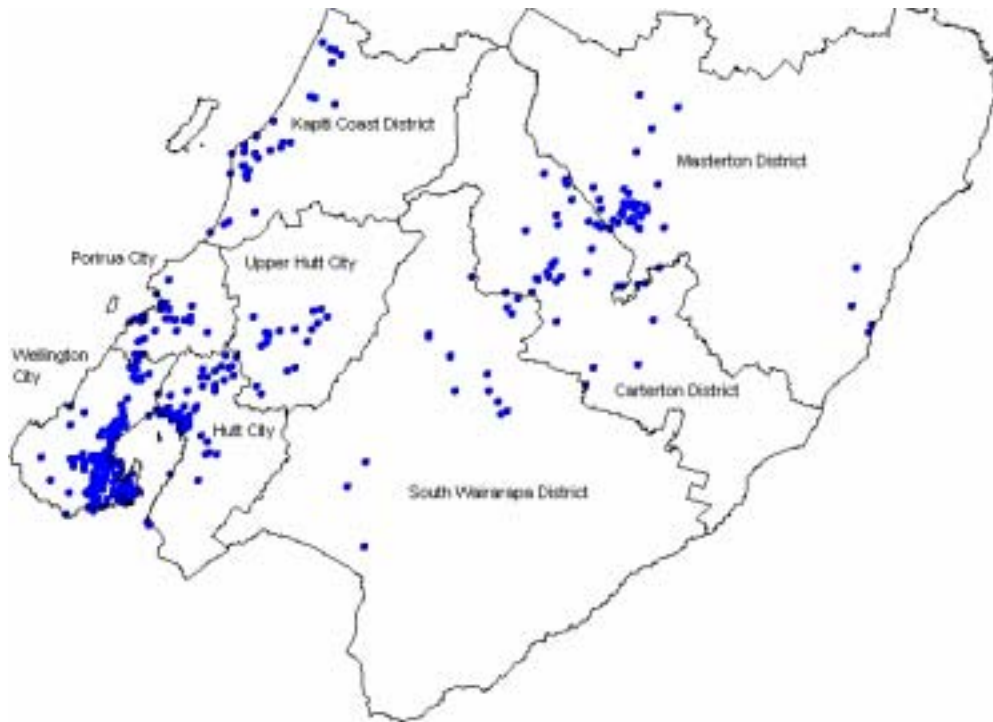


Figure 3: Distribution of complaints

Figure 3 shows the distribution of complaints during 2000/2001, and shows a concentration of complaints in central Wellington and surrounding urban areas.

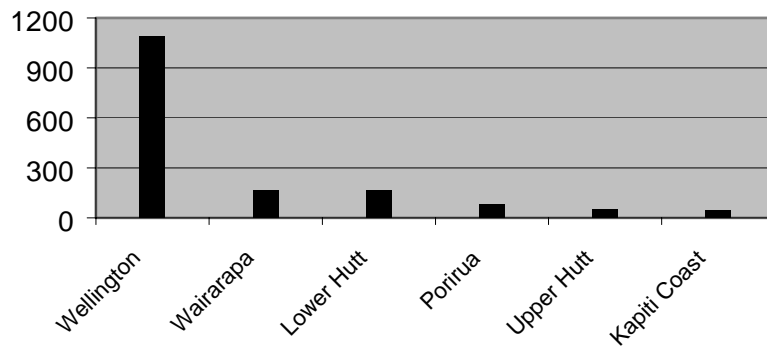


Figure 4: Comparison of complaints received from each area

Figure 4 compares the number of complaints received from within each area, and clearly shows that Wellington City generated the greatest number of complaints in the Region.

Each area is summarised by the following categories:

- Significant **sources** of pollution complaints - sites that resulted in numerous complaints from a broad geographical area.
- Significant pollution **incidents** - one-off incidents that resulted in significant actual or potential environmental effects.
- Common **pollution issues** - pollution issues that arose on a frequent basis throughout the Region from various sources or sites.
- Commonly **affected areas** – are areas of the district frequently affected by a variety of pollution issues.
- Significant **resource management issues** – the use of resources that has resulted in resource management issues.
- **Potential** pollution issues for 2001/2002 – potential pollution issues that may result in complaints in the coming year.

Not all categories apply for every area. For example, there have not been any significant pollution incidents in Upper Hutt, or resource management issues in Wellington during 2000/2001.

### 3.2 Western Summary

Pollution Response in the Western Region received **1430** (90%) of the total complaints. Figure 5 shows the types of complaints received in Western Region.

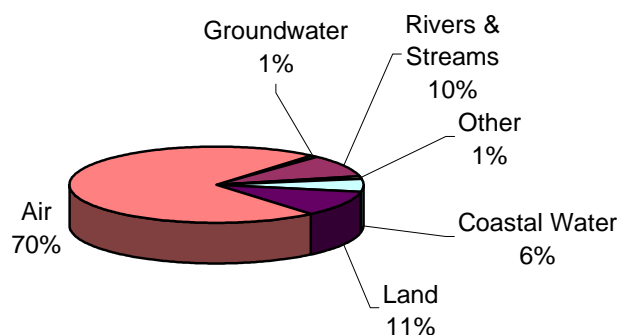


Figure 5: Types of pollution complaints received in the Western Region

Figure 5 clearly shows that most complaints received in the Western Region were about air pollution. Complaints about the pollution of land, coastal water, and rivers & streams divide most of the remaining 30%.

Consents Management responds to complaints relating to incidents arising from consented activities during working hours. Of the complaints received in the Western Region, 548 (38%) were dealt with by consents management staff.



### 3.3 Wellington City

Total number of complaints: 1089

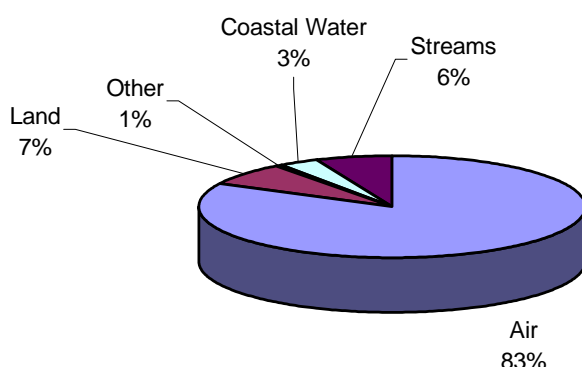


Figure 6: Complaints received in Wellington City

Sixty eight percent of all complaints in the Region came from within the Wellington area. Air quality dominated the type of complaint received, odour was the most common cause of complaint.

#### 3.3.1 Significant Sources of Pollution Complaints

Significant sources of pollution complaints are sites that result in numerous complaints from a broad geographical area. In all instances the complaints relate to air quality issues.

Seventy percent of complaints received from Wellington City were about the following seven sites:

- MKL Asphalt Ltd, Tawa
- The Southern Landfill site, Happy Valley
- Taylor Preston Ltd, Ngauranga
- AWI Sewage Treatment Plant, Moa Point
- Spartan Engineering Co Ltd & Flight Group Ltd, Rongotai
- Medical Waste (Wgtn) Ltd, Evans Bay

Five of these sites have resource consent from Wellington Regional Council. Significant amounts of time and resources have been spent by both Consent Management and Resource Quality staff in dealing with the issues arising from these sites. The public have also expressed frustration at the continuing problems experienced as a result of these activities. Each site is summarised below.

#### MKL Asphalt Ltd (MKL)

Location:	Kinleith Grove, Porirua
Consent:	Discharge to Air
Pollution type:	Air
Pollutant:	Odour
Affected area:	Northwest Tawa

% of Wgtn complaints: 48%  
No. of complaints: 518+

MKL is an asphalt processing plant located in Porirua. More than 518 complaints were received regarding odour from the plant over the last year. The plant is located in an industrial area in the Porirua City, but is directly adjacent to a residential area in Wellington District. This is a classic landuse conflict and cross boundary issue which has consumed vast amounts of Council resources in attempts at resolution. Over the period concerned, two infringement notices and two abatement notices have been issued, and further enforcement action is pending.

See the Consent Compliance report for further information regarding compliance of this activity with its resource consent.

### **Southern Landfill Site (Southern Landfill)**

Location: End of Landfill Road, Happy Valley, Wellington  
Consent(s): Discharge to: Air; Water; Land  
Pollution type: Air  
Pollutant: Odour  
Affected area: Happy Valley, Brooklyn, Kingston.  
% of Wgtn complaints: 8.4%  
No. of complaints: 92

There were 92 complaints regarding odour from the Southern Landfill site in Happy Valley over the last year. The site incorporates three significant activities: Wellington City Council's **Southern Landfill** (domestic and industrial waste disposal); Anglian Water International Ltd's **sewage sludge dewatering plant**; and Living Earth Ltd's **biosolid and green waste composting plant**.

All three activities at the site have the potential to create significant levels of odour. On the occasions when the odour from the site has been significant, it has been difficult to determine the source of the odour due to its temporary nature of the odour and the variety of potential sources.

See the Consent Compliance report for further information regarding compliance of this site with its Resource Consents.

### **Taylor Preston Ltd**

Location: Ngauranga Gorge, Wellington  
Consent(s): Discharge to Air  
Pollution type: Air  
Pollutant: Odour  
Affected area: Khandallah, Broadmeadows, Rangoon Heights, Johnsonville  
% of Wgtn complaints: 8.4%  
No. of complaints: 91

Taylor Preston Limited is a meat processing plant located in Ngauranga Gorge. Ninety one complaints were received regarding odour from Taylor Prestons over the last year. Complaints mainly came from the suburbs of Rangoon Heights,

Broadmeadows, Khandallah and Johnsonville. A consultant has recently been engaged by WRC to undertake an independent audit of TP's operations in an effort to minimise odour discharges.

See the Consent Compliance report for further information regarding compliance of this activity with its Resource Consent.

### **Anglian Water International (NZ) Ltd (Moa Point Sewage Treatment Plant)**

Location:	Moa Point, Strathmore, Wellington
Consent(s):	Discharge to Air; Coastal Water
Pollution type:	Air
Pollutant:	Odour
Affected area:	Moa Point Road, Miramar Golf Course, Wellington Airport
% of Wgtn complaints:	3.4 %
No. of complaints:	37

37 odour complaints were received over the last year regarding the Moa Point Treatment Plant. For the majority of complaints investigated no odour was discernible, suggesting a transient and temporary effect. Steps have been taken by Anglian Water to reduce the level of odour from the plant which will hopefully result in less complaints for the coming year.

See the Consent Compliance report for further information regarding compliance of this activity with its Resource Consent.

### **Spartan Engineering Co Ltd & Flight Group Ltd**

Location:	Kingsford Smith St, Rongotai
Consent(s):	None
Pollution type:	Air
Pollutant(s):	Odour
Affected area:	Lyall Bay
% of Wgtn complaints:	1.2 % (combined)
No. of complaints:	13 (combined)

Spartan Engineering Co Ltd (Spartan) is a metal processing plant and Flight Group Ltd is a plastic manufacturing plant. Both companies are located in the Rongotai industrial area adjacent to Wellington Airport. Complaints in this area are frequently about a 'plastic' or 'burning plastic' odour.

Both factories emit plastic type odours from their operations, and often it has not been possible to identify the specific source of the odour.

Spartan were identified as discharging an offensive and objectionable odour on several occasions, and was served an abatement notice and an infringement notice in June 2001. The abatement notice required the company to cease the discharge of offensive and objectionable odours beyond the boundary of the site and undertake work to improve their stack. Spartan have since complied with that notice. The infringement notice was withdrawn following an appeal from the company regarding compliance time frames.

Flight Group Ltd have not had any action taken against them over the last year.

### **Medical Waste (Wgtn) Limited**

Location:	Burnham Wharf, Evans Bay, Wellington.
Consent(s):	Discharge to Air
Pollution type:	Air
Pollutant:	Odour & smoke
Affected area:	Maupuia (including Shelly Bay Road)
% of Wgtn complaints:	0.6 %
No. of complaints:	7

Medical Waste (Wgtn) Ltd operate a quarantine and medical waste incinerator at Burnham Wharf, Evans Bay.

In the last year Council received seven complaints relating to odour and/or smoke from Medical Waste (Wgtn) Limited. Two of these were smoke complaints. A confirmed odour complaint resulted in an infringement notice being served in June 2001. The plant is due to close on 15 October 2001 and a new facility commissioned in Seaview.

See the Consent Compliance report for further information regarding compliance of this activity with its resource consent.

### **3.3.2 Significant Pollution Incidents**

Significant pollution incidents are one-off pollution incidents that have a significant effect on the environment. There was one incident that fell into this category for Wellington City over the last year.

#### **AWI Sewage Sludge Dewatering Plant Overflow**

Location:	Southern Landfill Site, Happy Valley
Pollution type:	Stream and Coastal Water
Pollutant:	Sewage & plastic media
Affected area:	Owhiro Stream, Owhiro Bay, South Coast.
Date:	26 November 2000

On 26 November 2000 the Council was notified of “thousands of plastic beads” present in the lower reach of Owhiro Stream in Happy Valley. On investigation it was found that Anglian Water International (NZ) Ltd’s sewage sludge dewatering plant (located at Southern Landfill) had overflowed, discharging sewage ‘centrate’ and plastic media to a tributary of Owhiro Stream. It is estimated that between 1.3 and 6.2 million litres of concentrated sewage and 10 million plastic, 1 cm diameter beads were discharged into the stream. This material contaminated Owhiro Stream and Owhiro Bay. Beads were also found at various locations along the south coast, and one was found as far away as White Rock.

AWI were subsequently prosecuted by Wellington Regional Council for the illegal discharge and subsequent pollution. AWI pleaded guilty and were charged costs of \$10,000. No fine was handed down by the courts due to the steps taken by AWI to

ensure such a spill does not occur again and a donation of \$20,000 by AWI to Wellington Regional Council for the purpose of improving Owhiro Stream and Owhiro Bay.

### **3.3.3 Common Pollution Issues**

Common pollution issues are incidents of pollution that occur on a frequent basis that are not related to specific sites.

#### ***Paint Wastewater Discharges to Urban Streams***

In Wellington city, urban streams in Ngaio, Khandallah, Karori and Tawa have frequently been affected by discharges of paint wastewater. Paint contains a high colour content and therefore a small amount of paint can cause significant discolouring of a watercourse. The sources of paint discharges are difficult to trace, as they are usually from residential homes in built up areas. Most paint discharges occur during 'painting' season from November to February. Where paint discharges cannot be traced, environmental protection pamphlets are dropped in local mailboxes.

#### ***Fish Odour***

Odour from fish processing factories has been an issue throughout the Western Region. In the Wellington City, Cook Strait Seafood's Limited (Central City) was the source of 18 complaints throughout the year (1.65 % of Wellington City total). These complaints have all been very localised, coming from residents of recently constructed apartments (directly adjacent to the factory). This highlights an increasingly common landuse conflict in the inner city between now urban apartments and existing commercial businesses. This conflict is a result of gentrification, where people populate previously non-residential buildings for lifestyle reasons. It is expected that this issue will continue throughout the coming year.

Cook Strait Seafood Ltd were issued with an abatement and infringement notice during the last year, the infringement notice was withdrawn, and the abatement notice has been complied with. Cook Strait Seafood have altered the management of their site to minimise the potential for odour from their site.

#### ***Silt Discharges***

Sources of silt pollution in the Wellington City include road works, quarries, and construction sites. Sediment and silt adversely effect water quality by reducing the life supporting capacity of waterways. The most common way sediment and silt discharges adversely effect waterways is by blanketing the flora and fauna in the watercourse itself – effectively suffocating organisms and also blanketing the plants cutting off the light they need to photosynthesise.

### 3.4 Porirua

Total number of complaints: 82

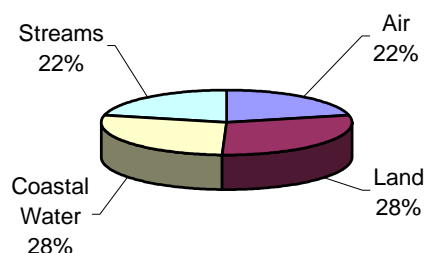


Figure 7: Types of Pollution Complaints in Porirua District

Figure 7 shows that the types of pollution complaints received from the Porirua City were fairly evenly distributed.

MKL Asphalt Ltd is located in Porirua City, but as outlined earlier, mainly affected an area of Wellington City.

#### 3.4.1 Significant Sources of Pollution Complaints

##### Porirua City Council Sewage Treatment Plant

Location:	End of Moki Rd, Titahi Bay
Resource Consent(s):	Discharge to Coastal Water
Pollution type:	Coastal Water
Pollutant:	Sewage
Affected area:	Coastal marine area from Rukutane Point to Titahi Bay
% of Porirua cmlpnts:	7 %
No. of complaints:	6

Six complaints relating to five incidents were received regarding sewage pollution from the Porirua City's sewage outfall. The outfall is located at Rukutane point near Titahi Bay, a popular recreational beach. Three of the incidents occurred during fine conditions and were confirmed as large plumes of brown sewage extending out to sea. One other 'complaint' was a notification from PCC that the plant was unable to cope with the inflow of sewage due to heavy rain and was discharging solids.

See the Consent Compliance report for further information regarding compliance of this site with its Resource Consent.

### 3.4.2 Significant Pollution Incidents

There was one significant pollution incident in the Porirua City over the last year.

#### **Eel kill, Mitchell Stream**

Location: Broken Hill, Porirua  
Pollution type: Stream  
Pollutant: Hydrocarbons, non-metals, organic waste  
Affected area: Mitchell Stream  
Date: 27 October 2000

On 27 October 2000 several hundred dead eels were found throughout a large stretch of Mitchell Stream in Porirua. Mitchell Stream has its headwaters in the Colonial Knob area and flows through the Broken Hill industrial area and the grounds of Kenepuru Hospital before entering Porirua Stream.

The cause of the eel kill was identified as liquid waste dumping in the Broken Hill area. Unfortunately the source of the material could not be proven beyond reasonable doubt, and no charges were laid in relation to this incident. The contaminant that killed the eels was identified as a highly toxic substance known as phenol, which is a part of the hydrocarbon group of chemicals. Other materials dumped at the site contained a high pH, various solvents and fuel wastes. The site has subsequently been cleaned up by the landowner and land occupier.

### 3.4.3 Commonly Affected Areas

#### **Titahi Bay**

Pollution type: Coastal water, land  
Pollutant(s): Sewage, domestic rubbish, dead animals  
% Porirua complaints: 19.5 %  
No. of complaints: 16

Other than sewage complaints relating to the discharge from the sewage treatment plant, people frequently contacted the Pollution Hotline last year regarding dead seals, rubbish, abandoned vehicles, and vehicles driving on Titahi Bay Beach.

#### **Pauahatanui Inlet**

Pollution type: Coastal water, land, air  
Pollutant(s): Hydrocarbons, silt, sewage, smoke, liquid waste, solid waste  
% Porirua complaints: 13.4 %  
No. of complaints: 11

A variety of pollution complaints were received regarding Pauahatanui Inlet over the last year, none that were particularly serious. Pauahatanui Inlet is an area of ecological significance and importance to the local community. An action group in Pauahatanui keeps Pollution Response well informed of any potential issues in the area.

### 3.4.4 Potential Pollution Issues

Odour issues relating to Spicer Landfill are of concern to the Regional Council. Seven complaints were received regarding odour from the landfill during 2000/2001 compared with none the year before (1999/2000). With an increasing awareness of pollution issues in Tawa, it is possible that the coming summer may result in further complaints. Resource Quality are to liaise with Consents Management regarding this issue prior to summer 2001.

## 3.5 Kapiti

Total number of pollution complaints: 45

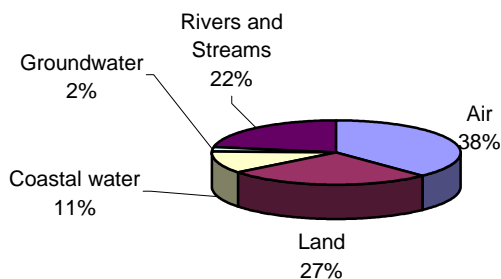


Figure 8: Types of Pollution complaints in Kapiti Coast District

Figure 8 shows that air pollution complaints were the most common pollution issue in Kapiti Coast District over the last year. A fairly high percentage of complaints were also about land, coastal, and river & stream pollution.

### 3.5.1 Significant Pollution Incidents

#### Mangapouri Stream

Location: Otaki  
Pollution type: Stream  
Pollutant: Sewage  
Affected area: Lower reach of Mangapouri Stream  
Date: From 8 August 2000 onwards

In August 2000 the Regional Council was notified of potential sewage contamination in Mangapouri Stream, Otaki. This resulted in investigations Regional Council staff and Kapiti Coast District Council's health and drainage teams. The source of the contamination has been difficult to identify and work is continuing to establish the source of the pollution. See Wellington Regional Council Environment Committee Reports 00.713 and 01.267 for further information.



### 3.5.2 Significant Resource Management Issues

#### *Shallow Groundwater Resource*

Groundwater management has emerged as significant resource management issue on the Kapiti Coast in the last year. Over the last several years, water shortage issues in Kapiti have resulted in many property owners installing shallow bores to draw water for irrigation and recreation. Bore drilling is permitted activity in the Western Region for bores less than 5 metres deep. Investigations undertaken by the Regional Council found that many residential bores had been installed in the Kapiti District to a depth greater than 5 metres without consent, and that overall bore drilling had reached very high levels. This prompted concern that unchecked bore drilling and groundwater extraction could result in lowering of the Kapiti shallow groundwater aquifer and subsequently cause saltwater intrusion.

Work has since been undertaken by Consents Management and Resource Quality to increase the level of compliance with the existing regional rules relation to bore drilling. Resource Analysis has also undertaken work to increase the understanding of the shallow groundwater resource and the effects of groundwater extraction. Resource Policy has also been investigating the possibility of a plan change to require resource consent for all bores drilled regardless of depth.

### 3.6 Hutt City

Total number of complaints: 164

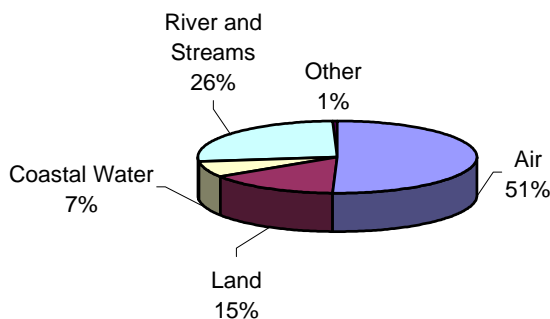


Figure 9: Types of Pollution Complaints in Hutt City

A significant proportion (50%) of pollution complaints in Hutt City were about air quality. Hutt City has a significant industrial area in the Seaview/Gracefield area, which affects the types of complaints received.

#### 3.6.1 Significant Pollution Incidents

There were two incidents that fell into this category for the Hutt City over the last year, a discharge of industrial wastewater and an oil spill.

### **New Zealand Galvanising Ltd, industrial wastewater discharge to Waiwhetu Stream**

Location: Seaview, Lower Hutt  
Pollution type: Stream  
Pollutant: Metals (chromium, zinc)  
Affected area: Waiwhetu Stream  
Date: 15 July 2000

On 15 July 2000 a yellow liquid was observed being discharged from an industrial site in Seaview to a stormwater sump that discharges to Waiwhetu Stream.

The subsequent investigation revealed that industrial wastewater had been discharged from New Zealand Galvanising Ltd, a zinc galvanising factory. The wastewater was analysed and found to contain high levels of the metals zinc and chromium, and the company was prosecuted by Wellington Regional Council for the illegal discharge of contaminants into the environment.

New Zealand Galvanising pleaded guilty in Environment Court and was fined \$1000 for the discharge and ordered to pay costs of \$2,900.

### **Oil spill, Black Creek**

Location: Wainuiomata  
Pollution type: Stream  
Pollutant: Hydrocarbons (oil)  
Affected area: Black Creek  
Date: 18 August 2000

On 18 August 2000 a large volume of oil was found in Black Creek, Wainuiomata. The source was not able to be identified, and the oil could not be contained due to flow of the stream. One duck was found oiled and cleaned by the SPCA. The oil dispersed over the period of a day and no long term effects were observed.

## **3.6.2 Significant Sources of Pollution Complaints**

### **Chemwaste Industries Limited**

Location: Seaview, Lower Hutt  
Resource Consent(s): Discharge to Air  
Pollution type: Air  
Pollutant: Odour  
Affected area: Seaview  
% of Hutt complaints: 10.6 %  
No. of complaints: 17

Chemwaste Industries are an industrial waste treatment facility located in Seaview. Almost all complaints regarding odour from this site were dealt with by Consents Management. Of particular interest was a chemical explosion at the site which resulted from an unsuitable combination of chemicals in March 2001. Chemwaste were issued with an infringement notice in May 2001 after breaching Resource Consent conditions which was paid.

See the Consent Compliance report for further information regarding compliance of this site with its Resource Consent.

### **3.6.3 Common Pollution Issues**

#### ***Fish Odour***

Fish odour has been an air pollution issue in the Seaview area of Lower Hutt. There are two fish factories in the area which cause numerous complaints, NZ Fish Products Limited and Seafresh NZ Limited.

Last year there were eighteen complaints regarding NZ Fish Products Limited (11 percent of total Hutt District complaints). NZ Fish Products Ltd has resource consent to discharge to air (most complaints were investigated by Consent Management staff). See the Consent Compliance report for further information regarding compliance of this activity with its resource consent.

Last year Nine complaints were received regarding odour from Seafresh NZ Limited (5.6 percent of Hutt District total). Seafresh NZ Ltd does not have or require resource consents, and all complaints were investigated by Resource Quality Section. Seafresh NZ Ltd was issued with an infringement notice after an offensive odour was confirmed to be emanating from their site in April 2001, which was paid.

### **3.6.4 Commonly Affected Areas**

#### **Waiwhetu Stream**

Pollution type:	Stream
Pollutant(s):	Hydrocarbons, sewage, metals, organic waste, paint, other
% Hutt complaints:	16 %
No. of complaints:	26

The lower reach of Waiwhetu Stream flows through the Seaview industrial area and the Council is frequently notified of pollution incidents in this area. The Waiwhetu Stream has been identified as one of the most contaminated streams in the Region (see Committee Report 01.504). The Council will be implementing Take Charge, the pollution prevention programme, in the Seaview industrial area during the 2001/2002 financial year in an effort to reduce the level of pollution that occurs in this area. It is suspected the reported level of pollution incidents in Seaview is only a small proportion of the incidents that are actually occurring.

### 3.7 Upper Hutt City

Total pollution complaints: 50

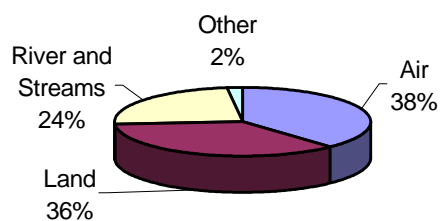


Figure 10: Types of Pollution complaints in Upper Hutt City

Complaints were received from a broad range of sources in Upper Hutt during 2000/2001.

#### 3.7.1 Significant Source of Pollution Complaints

##### Schering Plough Animal Health Limited

Location:	Poets Block, Upper Hutt
Consent(s):	Discharge to Air
Pollution type:	Air
Pollutant:	Odour
Affected area:	Poets Block
% of Hutt complaints:	10 %
No. of complaints:	5

Over the last year, WRC received five complaints relating to odours allegedly from Schering Plough Animal Health Limited. This compares to 22 complaints for the same period the previous year (1999/2000).

See the Consent Compliance report for further information regarding compliance of this site with its resource consent.

### 3.8 Wairarapa

164 (10%) of the total complaints were received in the eastern side of the Region and dealt with by Consents & Compliance. This is the highest number of complaints ever received in the Wairarapa.

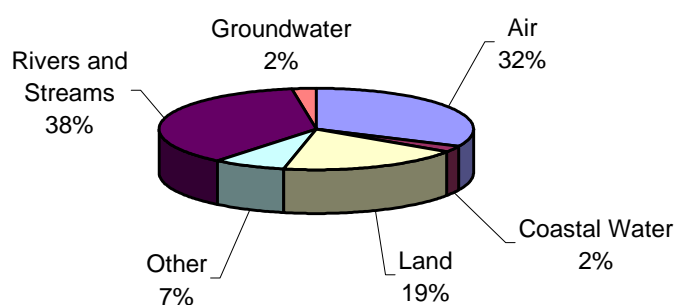


Figure 11: Types of pollution complaints received in the Wairarapa

Figure 11 compares the types of complaints received in the Wairarapa and shows that the types of complaints received were fairly well distributed, with stream and river pollution complaints being the most common.

The Wairarapa is dominated by rural landuse which is reflected in the types of pollution issues that occurred throughout the year. The Wairarapa had one of the most significant droughts in history over the last summer, which also influenced the types of complaints received.

Please note that no companies or persons are identified in the Eastern Region as potential or actual sources of pollution complaints. The reason for this is to maintain good working relationships, which is important in the rural community.

### 3.8.1 Significant Sources of Pollution Complaints

There were two sites in the Wairarapa which resulted in numerous pollution complaints. One was a gravel processing operation, and one an industrial timber site. In both cases air pollution from dust discharges were the cause of the complaints. Dry conditions experienced over the last year are believed to have exacerbated the problem. Council staff have set up a long term dust deposition monitoring network around one of these sites. Both companies either have or are about to install dust suppression measures.

### 3.8.2 Significant Pollution Incidents

There were several significant incidents in the Wairarapa over the last year.

The most significant occurred when dairy effluent was pumped directly into a creek. The farmer involved is being prosecuted, and this case is yet to be heard before the court. Other enforcement action was taken against three companies and four dairy farmers. These incidents involved illegal discharges or river works, and resulted in infringement notices and/or abatement notices being issued.

### **3.8.3 Common Pollution Issues**

Dust, diesel, unconsented works and dairy effluent were common pollution issues throughout the year. Dry conditions, as previously noted, are the likely reason for an increase in the level of dust complaints.

Of particular note, it was found that many of the service stations in the Wairarapa do not have environmental protection processes in place for spills.

There were also a significant number of incidents relating to non-consented activities in the Wairarapa. Most of these cases involved illegal river works, and in many cases, staff stopped the work from being continued. Some of these incidents resulted in enforcement action, and some operators subsequently applied for resource consent to allow them to legally continue their work.

Over the last year it also became apparent that dairy effluent can cause problems even on farms with a good history of environmental management. Simple pump breakdown or minor mismanagement of effluent can result in significant pollution incidents. Dairy effluent is an organic waste that can have significant effects on water quality.

### **3.8.4 Significant Resource Management Issues**

With a strong agricultural sector and a significant drought over the last year, there has been an increased demand for irrigation and stock water. This has subsequently placed pressure on groundwater and surface water resources. Problems became apparent in certain areas during the drought, in some cases, the lack of water available for downstream users impacted on their ability of them to get enough water. An influx of lifestyle block owners also resulted in pressure on water resources not previously experienced.

## 4. Summary of Enforcement

Enforcement is an important tool in achieving environmental outcomes. On occasions non-regulatory methods are not suitable to achieve environmental compliance or penalise non-compliance, and enforcement action is taken. The following is a summary of the enforcement taken during 2000/2001.

### 4.1 Infringement Notices

Infringement Notices are financial penalties issued by the Council for environmental offences. Infringement fees range from \$300 - \$1000 depending on the offence. Nineteen Infringement Notices were issued over the last year, 10 in the Western Region and 9 in the Wairarapa.

Of the 19 infringement notices issued:

- 9 were paid;
- 4 were withdrawn;
- 3 are yet to be paid; and
- 3 defendants appealed the notices of which one was paid, one was withdrawn and one is awaiting a hearing.

For a summary of infringement notices issued, including defendants, reasons and fines, see table 4 of this report.

**Table 4: Summary of Infringement Notices Issued 2000/2001**

Defendant	Issued by	Offence	Fine (\$)	Status @ 30 June 01
Dairy Farmer	Consents & Compliance	Contravention of section 13(1)(b) (restrictions on excavating, drilling, tunnelling, or otherwise disturbing the bed of lakes and rivers)	500	Paid
Gravel contractor	Consents & Compliance	Contravention of section 13(1)(b) (restrictions on excavating, drilling, tunnelling, or otherwise disturbing the bed of lakes and rivers)	500	Paid
MKL Asphalt Limited	Consents Management	Contravention of section 15(1)(c) (discharge of contaminants from any industrial or trade premises into air)	1000	Paid
Timber treatment industry	Consents & Compliance	Contravention of section 15(1)(d) (discharge of contaminants from any industrial or trade premises onto or into land)	1000	Paid
Gravel processing plant	Consents & Compliance	Contravention of section 15(1)(c) (discharge of contaminants from any industrial or trade premises into air)	1000	Paid
MKL Asphalt Limited	Consents Management	Contravention of section 15(1)(c) (discharge of contaminants from any industrial or trade premises into air)	1000	Paid
Steven Fraser	Resource Quality	Contravention of section 14 (restrictions relating to water)	500	Withdrawn

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Cook Strait Seafoods Ltd	Resource Quality	Contravention of section 15(2)(b) (discharge of contaminants into the air or into or onto land from any other source whether movable or not)	300	Withdrawn
Seafresh New Zealand Ltd	Resource Quality	Contravention of section 15(1)(c) (discharge of contaminants from any industrial or trade premises into air)	1000	Paid
Dairy farmer	Consents & Compliance	Contravention of section 14 (restrictions relating to water)	500	Hearing requested
Dairy farmer	Consents & Compliance	Contravention of section 14 (restrictions relating to water)	500	Appealed & Withdrawn
Telstrasaturn Limited	Consents Management	Contravention of section 12(1)(c) (restrictions on use of coastal marine area)	500	Paid
Chemwaste Industries (Wellington) Ltd	Consents Management	Contravention of section 15(1)(c) (discharge of contaminants from any industrial or trade premises into air)	1000	Paid
Jafar Davari, Director/General Manager, Chemwaste Industries Limited	Consents Management	Contravention of section 15(1)(c) (discharge of contaminants from any industrial or trade premises into air)	1000	Withdrawn
Medical Waste (Wgtn) Limited	Resource Quality	Contravention of section 15(1)(c) (discharge of contaminants from any industrial or trade premises into air)	1000	Appealed & Paid
Spartan Engineering Co Limited	Resource Quality	Contravention of section 15(1)(c) (discharge of contaminants from any industrial or trade premises into air).	1000	Withdrawn
Industrial site	Consents & Compliance	Contravention of section 15(1)(d) (discharge of contaminants from any industrial or trade premises onto or into land)	1000	Partly paid
Dairy farmer	Consents & Compliance	Contravention of section 13(1)(b) (restrictions on excavating, drilling, tunnelling, or otherwise disturbing the bed of lakes and rivers)	500	Paid
Contractor	Consents & Compliance	Contravention of section 13(1)(b) (restrictions on excavating, drilling, tunnelling, or otherwise disturbing the bed of lakes and rivers)	500	Unpaid

## 4.2 Abatement Notices

Abatement Notices have the following functions:

- To require a person to cease, or prohibit a person from commencing anything done or to be done by that person that:
  - (a) contravenes or is likely to contravene the Act, any regulations made under the Act, a rule in a plan, or a resource consent OR
  - (b) is likely to be noxious, dangerous, offensive, or objectionable to such an extent that it has or is likely to have an adverse effect on the environment.



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- To require a person to do something that is necessary to ensure compliance with the Act, any regulations made under the Act, a rule in a plan, or a resource consent and also necessary to avoid, remedy, or mitigate any or likely adverse effect on the environment.

Twelve abatement notices were issued for non-consented activities in 2000/2001. Abatement notices issued for consented activities are addressed in the Resource Consent Annual Compliance Report.

Table five summarises the abatement notices issued during 2000/2001.

**Table 5: Summary of abatement notices issued 2000/2001**

Served to	Served by	Purpose of notice	Compliance
John Tanner , Lorraine Mansfield, Alex Mansfield	Resource Quality	Prevent further discharges of solvents to land & provide an action plan for site remediation.	Partially complied
Whitby Coastal Estates, Rick Goodman and Sons Ltd	Resource Quality	Cease discharging silt to an unnamed stream.	Complied
Owner of industrial site	Consents & Compliance	Cease discharging untreated stormwater from a hazardous substance storage area.	Complied
Farmer	Consents & Compliance	Cease burning tyres.	Complied
John McLennan	Resource Quality	Remove stop bank and return bank level to prior state.	Complied
Farmer	Consents & Compliance	Cease using the riverbed for waste disposal.	Complied
Mr Graham Alexander	Resource Quality	Cease discharging contaminants onto land in a manner may result in those contaminants entering water.	Under Investigation
Antonio Muollo	Resource Quality	Take steps to avoid offensive & objectionable odours beyond the property boundary.	Complying
Mr Trevor Edwards	Resource Quality	Cease discharging contaminants to land	Complied
Farmer	Consents & Compliance	Cease taking water without consent	Complied

Spartan Engineering Co Ltd	Resource Quality	Take steps to comply with the Regional Air Quality Plan and cease discharging offensive & objectionable odour beyond the property boundary.	Complying
Owner of industrial site	Consents & Compliance	Cease discharging diesel to surface water	Under Investigation

### 4.3 Prosecutions

Three prosecutions sought by the Regional Council were heard before the Environment Court this year. All defendants pleaded guilty and were convicted. Table 6 provides a summary of prosecutions and outcomes.

**Table 6: Summary of prosecutions 2000/2001**

Defendant	Incident	Outcome
New Zealand Oil Services Ltd	Unauthorised discharge of diesel into the Hutt River in November 1999	\$7000 fine & \$1083 costs
New Zealand Galvanising Ltd	Unauthorised discharge of chromium & zinc into Waiwhetu Stream in August 2000	\$1000 fine & \$2,900 costs
Anglian Water International (NZ) Ltd	Unauthorised discharge of sewage to Owhiro Stream and Owhiro Bay in November 2000	\$20,000 donation towards the improvement of Owhiro Bay & Owhiro Stream environment. \$10,500 costs
<b>Total</b>		<b>\$28,000 fines &amp; \$14,483 costs</b>

## 5. Response Performance

Table seven summarises both the Wairarapa's and Wellington's performance in meeting the target response times for the complaints received over the last year.

A red response (target 60 minutes) is set for urgent incidents where either the environmental effects are potentially large or the pollution traceability is brief (i.e., odour). A yellow response (24 hours) is set for incidents that are not regarded as urgent but still need to be investigated promptly. A blue response (within one month) is set for incidents that are not urgent and can be followed up at a later date (i.e., reports of incidents that have happened in the past). Incidents that we need to track but require no action are noted as log only.

**Table 7: Response times**

Response Level	Av. Response Time	Performance standard	Standard achieved
Red	22 minutes	60 minutes	95.7%
Yellow	4.38 hours	24 hours	97.8%
Blue	2.4 days	30 days	100%

Table seven shows that over 95 % of 'Red' category incidents were responded to within 60 minutes. On occasions, traffic congestion, travel distances and multiple complaints resulted in it taking longer than 60 minutes to respond to some Red category incidents.

Details of complaints and subsequent actions taken are recorded on the Council's Incident Database. This includes complaints that are 'logged' and not investigated. There were 250 logged complaints in 2000/2001.

## 6. Cost of Providing the Pollution Response Service

The cost of providing the Pollution Response Service for the Wellington Region over the last year was \$344,600. This is \$154,600 above budgeted cost. The increase in cost is mostly due to increased demand for Pollution Response (particularly after hours), and unbudgeted expenditure for incident database development.

## 7. Direction for 2001/2002

It is expected that over 2001/2002 Pollution Response will again receive a high level of complaints as awareness of pollution issues increases in the community.

During 2000/2001 more complaints were received by the Regional Council than ever before, and the number of complaints received has been increasing over the last 5 years. This increased volume of complaints places extra demand on resources, particularly over summer months when odour complaints dominate. However, a large volume of complaints in the last year can be attributed to a handful of sites.

Resource Quality is taking a proactive approach in 2001/2002 to reduce the level of pollution complaints, particularly from sites that generate repeat complaints. This

will include liaising with Consents Management Department, businesses and the residential community to minimise the risk of problems occurring.

In an effort to reduce actual and potential pollution, Council staff will be implementing Take Charge – our pollution prevention programme – in areas of Porirua and Lower Hutt. In particular, the programme is to focus on industrial areas around the lower reach of Waiwhetu stream and industrial areas in Porirua. Both of the Lower Waiwhetu Stream and areas of Porirua Stream have been identified in Council reports as being contaminated with metals and other pollutants.

Take Charge will involve undertaking environmental audits of industrial sites. This will raise the awareness of good environmental practice, and find and fix pollution problems. A targeted approach will be used to ensure that high priority sites or industries will be audited, as it will not be possible to visit all sites over the coming year.

To support Take Charge, a business education kit has been prepared by Environment Co-ordination which provides practical and useful information on how business activities can effect the environment, and how to incorporate best practice into day to day management.