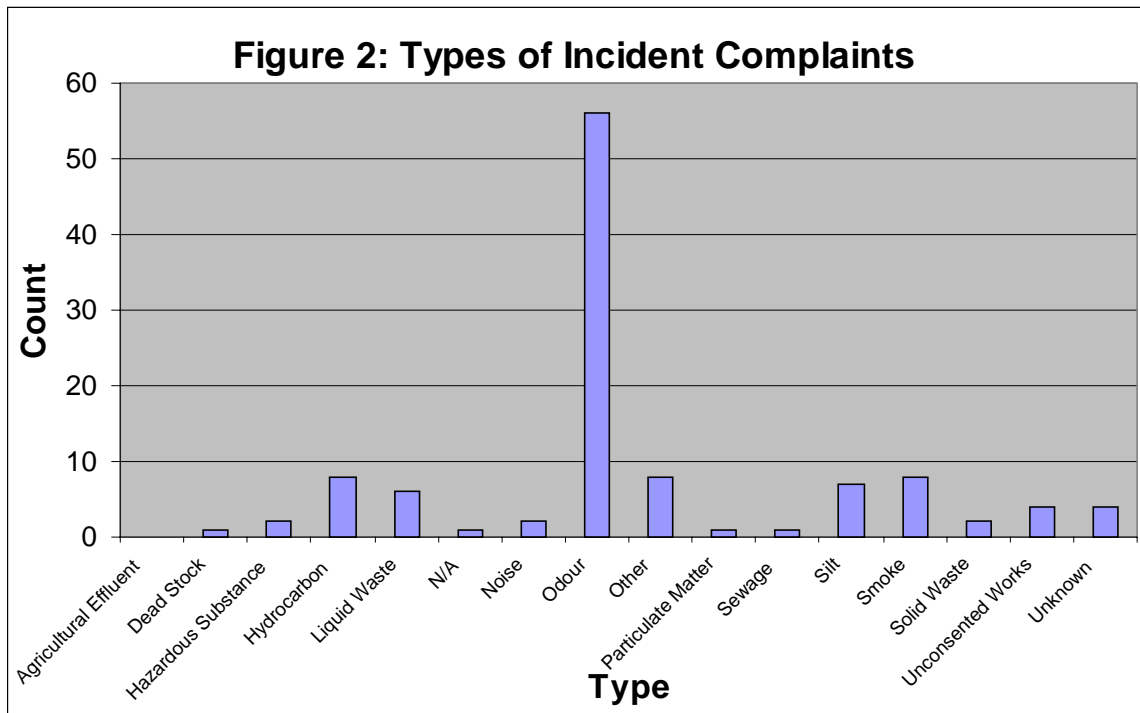


The type of complaints received between 27 September and 7 November 1999 is summarised in Figure 2.



The major issues/incidents arising during the last period are highlighted below:

- **Burnt Plastic and Welding Odour: Lyall Bay**

Major engineering works are being undertaken by the company producing the welding odour. These works are scheduled to be completed by Christmas 1999.

The company producing the plastic odour is currently undertaking further monitoring work.

- **Centrate discharge: Careys Gully.**

On 16 July 1999, a discharge of centrate from a sludge dewatering plant made its way into the Carey Gully Stream, below the landfill. For a variety of reasons a decision has been made not to prosecute for this discharge. These reasons include difficulty in the tradewaste liability, and the transitional nature of the project.

- **Smoke and Odour: Wellington Central**

After submitting its mitigation plan, the food company identified as the cause of past objectionable and offensive smoke and odour problems in Wellington Central has implemented a number of process checks, and monitoring work in consultation with the Regional Council.

No complaints have been received about odour from this premise this reporting period.

- **Hydrocarbon Discharge: Seaview**

A large amount (estimated 10,000 litres) of diesel oil and a small amount of other hydrocarbon was accidentally discharged from a bulk storage slops tank at Seaview. The problem appears to have occurred through the malfunction of a sensor device. The investigation on this case is continuing.

- **Soda Ash discharge from a vessel at Kings Wharf onto Oriental Bay.**

A layer of soda ash covered a small part of Oriental Bay. The discharge originated from a vessel at Kings Wharf (on the other side of the harbour) that was unloading its cargo of soda ash by use of a grabber. High winds on the day exasperated the problem.

A letter of concern was sent to Centreport. Presently Centreport is negotiating with their shipping agents, suppliers, and stevedores to review their current unloading practices and look at alternatives.

- **Concrete additive discharge into a tributary of the Wharemauku Stream.**

An unknown quantity of diluted concrete additive was discharged into a tributary of the Wharemauku stream from an earthworks contracting firm in Paraparaumu. Effects included the death of at least 10 eels. This case is presently under investigation.

3. **Response Times**

The following table summarises our performance in meeting the target response times for the complaints received between 27 September and 7 November 1999.

Priority Category	Number	Average Response Time	Target
Red	98	15.18 minutes	60 minutes
Yellow	19	6.00 hours	24 hours
Blue	2	3.20 days	31 days

4. **Communication**

Weekly summaries of complaints are distributed to staff at all territorial authorities in the Western Wellington Region, Public Health Services, local Iwi (mainly via the WRC Iwi Liaison officer), and the Resource Investigations, Consents Management, Harbours, and Planning and Resources (Wairarapa) Departments of the Wellington Regional Council.

The following issues were reported in the media following discussion with Council staff: soda ash discharge: Oriental Bay, Smoke and Odour: Wellington Central, and the Hydrocarbon Discharge: Seaview

5. Recommendations

That the report be received and the contents noted.

Report prepared by:

Approved for submission:

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Attachments: 1

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