

**From:** [Official Information](#)  
**To:** [REDACTED]  
**Cc:** [Official Information](#)  
**Subject:** Final response - LGOIMA 461259 - [REDACTED] - Waters  
**Date:** Thursday, 20 March 2025 4:59:53 pm  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)  
[image003.jpg](#)

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Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

**Your request:**

*I'm interested in what options/innovations HCC has evaluated re water services alongside the proposed management reforms & current mega plans for additional reservoirs plus the new Waikato treatment plant. I'm aware that Hamilton's water treatment plant has capacity to treat up to 106 million litres/day, and that people require on average c5litres/day for drinking & cooking (& teeth cleaning!) which equates to less than 10% of the total treated water provided. Please provide information on supply innovations and/or incentives relating to residential potable/drinking water services including rainwater & grey water storage options for gardening and other appropriate usages, and how this fits with water metres.*

**Our response:**

Your request was quite broad we have been able to provide the below. If there is something specific that you would like further details on please let us know.

District Plan Changes – PC12

Council proposed a rule with mandatory requirements for re-use tanks within residential zones as part of notification of Plan Change 12 as part of a suite of [green policies](#). As part of the Plan Change process under the RMA this rule did not survive in its original form. Rule 25.13.4.2a resulting from the decisions on PC 12, now has a performance standard for retention of stormwater onsite, the solution for which (depending on the development and ground conditions) may include the installation of reuse tanks for grey water purposes. Council is currently reviewing it's [practice notes](#) as part of PC12 , however current guidance can be found [here](#).

Smart water

CoLab (a joint Council CCO) provides Trade Waste, Sampling and Analysis and Smart Water services to a number of Waikato Councils including Hamilton City Council, part of this initiative includes education on water use, more information on this can be found [here](#).

Council incentive programmes

Council does not currently have any incentive programmes in place to encourage low-usage water systems.

Council Reports / Long Term Plan

LTP Agenda report 4 June 2024 Item 9 <https://storage.googleapis.com/hccproduction-web-assets/public/Uploads/Documents/Agendas-and-minutes/Agendas/Council-Open-Agenda-4-June-2024-with-Late-Attachments.pdf>

CCO Waters Done well – Item 10 report 20 March 2025 - <https://storage.googleapis.com/hccproduction-web-assets/public/Uploads/Documents/Agendas-and-minutes/Agendas/Council-Open-Agenda-20-March-2025-v4.pdf>

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngaa mihi,

Keeley Faulkner ([she/her](#))

Official Information Advisor and Legal Support Officer

Governance & Assurance Unit | Partnerships, Communication & Maaori



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**From:** [noreply@hamilton.govt.nz](mailto:noreply@hamilton.govt.nz) <[noreply@hamilton.govt.nz](mailto:noreply@hamilton.govt.nz)>

**Sent:** Thursday, 20 February 2025 5:14 pm

**To:** Official Information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>

**Subject:** OIA Request - HCC-OIA-250220-LLJLG



## We've received a request for you.

This request was received on 20 February 2025 @ 5:14PM.

Here's your reference number and the request details:

### UUID

HCC-OIA-250220-LLJLG

### Name

[REDACTED]

### Email

[REDACTED]

### Phone number

[REDACTED]

### Detailed description of request

I'm interested in what options/innovations HCC has evaluated re water services alongside the proposed

management reforms & current mega plans for additional reservoirs plus the new Waikato treatment plant. I'm aware that Hamilton's water treatment plant has capacity to treat up to 106 million litres/day, and that people require on average c5litres/day for drinking & cooking (& teeth cleaning!) which equates to less than 10% of the total treated water provided. Please provide information on supply innovations and/or incentives relating to residential potable/drinking water services including rain water & grey water storage options for gardening and other appropriate usages, and how this fits with water metres.

**Organisation**

**Attachments**

**Created**

20 February 2025 @ 5:14PM

If you have any questions in the meantime, feel free to call us on [\(07\) 838 6699](tel:078386699) or [email our customer service team](#).

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