

**From:** [Official Information](#)  
**To:** [REDACTED]  
**Cc:** [Official Information](#)  
**Subject:** Final response - LGOIMA 390061 - [REDACTED] - Municipal water supply / services lines  
**Date:** Thursday, 4 April 2024 1:35:29 pm  
**Attachments:** [image001.png](#)  
[image002.jpg](#)  
[image003.jpg](#)  
[image004.png](#)

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Kia ora,

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

**Your request:**

1. *What is the phone number and name of the relevant contact at the municipality?*
2. *What is the average concentration of PFAS the municipality has identified in the water supply?*
3. *What is the estimated number of lead service lines in this municipality's distribution systems?*

**Our response:**

1. **What is the phone number and name of the relevant contact at the municipality?**

All communication and request can be either email to [Info@hcc.govt.nz](mailto:Info@hcc.govt.nz) or by calling 07 8386699. Our customer services team will direct the enquiry to the appropriate team. This is a precaution we take so that if a team member is away you can still get in touch with someone.

2. **What is the average concentration of PFAS the municipality has identified in the water supply?**

Hamilton City Council began monitoring for Per- and Polyfluoroalkyl Substances (PFAS) in 2023. The Drinking Water Standards for New Zealand include Maximum Acceptable Values (MAVs) for the following PFAS chemicals:

- PFHxS + PFOS 0.00007mg/L PFHxS = perfluorohexane sulfonate; PFOS = perfluorooctane sulfonate (MAV is the sum of both)
- PFOA 0.00056mg/L PFOA = perfluorooctanoic acid

Council has taken a total of 17 samples since 2023 that have been analysed for PFAS and PFOA.

- 16 of the samples returned results less than the PFHxS + PFOS detection limit of < 0.000001 mg/L.
- One sample had a PFHxS + PFOS result less than the detection limit of <0.000025 mg/L and PFOA of less than the detection limit <0.00005 mg/L.

To date, all PFAS results for the Hamilton drinking water supply have returned results below the Drinking Waters Standards for New Zealand MAVs.

3. **What is the estimated number of lead service lines in this municipality's distribution systems?**

The Hamilton City Council Asset Management system indicates there are no Lead Service Lines or mains in Hamilton's water, wastewater or stormwater networks.

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

**Official Information Coordinator**

Governance & Assurance Team | Business Services

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



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*I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.*

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, 18 March 2024 11:24:01 am  
**To:** [info@hcc.govt.nz](mailto:info@hcc.govt.nz)  
**Subject:** Municipal water  
Good morning,

I am busy with a course at the moment and the questions I need to answer is

4. What is the phone number and name of the relevant contact at the municipality?
5. What is the average concentration of PFAS the municipality has identified in the water supply?
6. What is the estimated number of lead service lines in this municipality's distribution systems?

Please could you advise who I should contact.

Regards

[REDACTED]

The Pump Warehouse

Auckland - Unit J, 5 Miro Place, Albany

Hamilton - Unit C, 34 Somerset Street, Frankton

0800 473 414 | [warren@pumpwarehouse.nz](mailto:warren@pumpwarehouse.nz)



