

From: [Official Information](#)
To: [REDACTED]
Cc: [Official Information](#)
Subject: Final response - LGOIMA 460680 - [REDACTED] - PH and Chlorine level in the water
Date: Tuesday, 11 March 2025 12:36:36 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)

Kia ora,

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

Your request:

I am requesting to provide me some details like ph level and chlorine level present in the water we drink at home. I live in Melville suburb of Hamilton. Please provide me some details as asked so that I can make decision to get water filters and other equipment at home.

Our response:

Thank you for your request regarding ph and chlorine levels present in Hamiltons drinking water.

The Hamilton City water supply has an average pH of 7.6. Generally, chlorine levels vary between around 0.3 to 1.0 mg/L, depending on how long the water is in the distribution network after leaving the treatment plant.

Based on monitoring specifically in the Deanwell/Melville area over the last 12 months, the pH averaged 7.7 (range 7.2 - 7.9mgL) and chlorine levels in this area have averaged 0.79mg/L (range 0.65 - 0.97mg/L).

These levels comply with the following standards, rules and guidelines set out by the Water Services Authority - Taumata Arowai:

- Water Services (Drinking Water Standards for New Zealand) regulations 2022
- Drinking Water Quality Assurances Rules 2022
- Aesthetic Values for Drinking Water Notice 2022

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 or freephone 0800 802 602.

Ngaa mihi
Keeley Faulkner
Official Information Advisor & Legal Support Officer
Governance & Assurance Team | Partnerships, communication & Maaori
Email: 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.

From: noreply@hamilton.govt.nz <noreply@hamilton.govt.nz>

Sent: Wednesday, 19 February 2025 11:16 am

To: Official Information <officialinformation@hcc.govt.nz>

Subject: OIA Request - HCC-OIA-250219-2RWKM



We've received a request for you.

This request was received on 19 February 2025 @ 11:16AM.

Here's your reference number and the request details:

UUID

HCC-OIA-250219-2RWKM

Name

[REDACTED]

Email

[REDACTED]

Phone number

[REDACTED]

Detailed description of request

I am requesting to provide me some details like ph level and chlorine level present in the water we drink at home. I live in Melville suburb of Hamilton. Please provide me some details as asked so that I can make decision to get water filters and other equipment at home.

Organisation**Attachments****Created**

19 February 2025 @ 11:16AM

If you have any questions in the meantime, feel free to call us on [\(07\) 838 6699](tel:(07)8386699) or [email our customer service team](#).

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