

11. Consultation

11.1 Parties Consulted

11.1.1 Approach to Consultation

Auckland *City* and Metrowater initiated a consultation programme in October 2000 in preparation for these applications for resource consents. The aim of the programme is to ensure that all stakeholders are well-informed about the resource consent project and have the opportunity to comment and respond to that information during the process of applying for the necessary consents.

The consultation programme was developed to canvas particular matters of interest from ratepayers, customers, stakeholders and iwi prior to the lodging of resource consent applications for consideration by the ARC. The consultative process with the community is an integral part of both the resource consent programme and the integrated catchment study programme. As such, it remains a responsive and flexible approach to best suit the needs of the consultative partners.

Parties with a particular interest in the consent process have been identified as set out below. These individuals and organisations have taken advantage of the consultation process to meet with Auckland *City* and Metrowater to obtain further information about the drainage network and the consents sought. They have also taken the opportunity to express matters which were of particular concern or relevance to them. Auckland *City* and Metrowater have given consideration to all of the issues raised during this initial phase of the consultation process and have endeavoured to include information regarding these matters in this assessment of environmental effects. Issues identified have also been useful in formulating strategies for the development of the integrated catchment studies.

11.1.2 Stakeholders

Stakeholders identified were the following:

- ⊙ Auckland Regional Council.
- ⊙ Department of Conservation.
- ⊙ Ministry of Health.
- ⊙ Ministry of Fisheries.
- ⊙ Ministry for the Environment.
- ⊙ Territorial local authorities:
 - Manukau City Council.
 - Waitakere City Council.
 - North Shore City Council.
 - Rodney District Council.

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- Papakura District Council.
 - Franklin District Council.
 - ⊙ Maritime Safety Authority.
 - ⊙ Community Boards:
 - Western Bays.
 - Hobson.
 - Eastern Bays.
 - Maungakiekie.
 - Tamaki.
 - Eden/Albert.
 - Avondale.
 - Mt Roskill.
 - ⊙ Network operators:
 - Watercare.
 - North Shore City Council.
 - Works Infrastructure.
 - Rodney District Council.
 - Eco Water (Waitakere City Council).
 - United Water (Papakura).
 - Manukau Water.
 - ⊙ Conservation and environmental groups.
 - ⊙ Sports and recreation groups.
 - ⊙ Ports of Auckland.
 - ⊙ Kelly Tarlton's Underwater World.
 - ⊙ Infrastructure Auckland.
 - ⊙ Hauraki Gulf Forum.

Contact with Stakeholders

Each of the key stakeholders listed above was contacted by Auckland *City* and Metrowater in December 2000. A briefing letter informing them of the need to renew the resource consents was sent at this time. The initial correspondence invited comment and confirmed that an

Overview Report would subsequently be circulated providing further information and seeking further comment on the project. The letter also confirmed Auckland *City* and Metrowater's ongoing commitment to ensuring that stakeholders were kept informed of project developments.

On-going Dialogue with Stakeholders

A number of stakeholders responded directly to Auckland *City* and Metrowater's invitation to discuss the resource consents project. These included:

- ⊙ Eastern Bays Community Board.
- ⊙ Royal Forest and Bird Protection Society of New Zealand (Central Auckland Branch).
- ⊙ Kelly Tarlton's Underwater World.
- ⊙ Mangere Boating Club.
- ⊙ Meola Creek Eco-Care.
- ⊙ Ministry for the Environment.
- ⊙ Ports of Auckland.
- ⊙ Auckland Regional Council.
- ⊙ Royal Lifesaving Society of New Zealand.
- ⊙ Tamaki Drive Protection Society.
- ⊙ Waitemata Harbour and Hauraki Gulf Protection Society.

The concerns of these organisations were wide ranging and specific to their own area of expertise or operation. Most replies indicated great interest in the resource consent applications and expressed a desire to be supplied with further information. The comment received has been helpful to Auckland *City* and Metrowater in preparing this assessment of environmental effects. The issues raised have been considered and where possible, answers have been provided in this document.

Meetings and Presentations

As part of the consultative programme, a number of community groups and stakeholders requested the opportunity to meet directly with Auckland *City* and Metrowater to be briefed on the project. These included:

- ⊙ Royal Forest and Bird Protection Society of New Zealand.
- ⊙ Gecko (an environmental group concerned with a range of environmental issues).
- ⊙ Department of Conservation.
- ⊙ Ports of Auckland City.
- ⊙ City Works Committee, Auckland City Council.
- ⊙ Local Network Operators Group.
- ⊙ Auckland Regional Council.

- ⊙ Waitemata Harbour Protection Society.
- ⊙ Westhaven Yacht Club.
- ⊙ Customer Feedback Forum, Metrowater.

These briefing meetings provided an opportunity for a number of matters to be raised and discussed between the consultation parties. In many instances, matters of concern were able to be clarified and resolved by this direct contact. Where matters remained outstanding, Auckland *City* and Metrowater have endeavoured to provide answers in this AEE. Consultation with a number of these groups, among others, is ongoing.

Overview Report

Auckland *City* and Metrowater circulated an “Overview Report” to the key stakeholders listed in 11.1 above, in March 2001. This outlined Auckland *City* and Metrowater’s activities and described the operation of the stormwater, wastewater and combined stormwater and wastewater systems. The document outlined the management of the resource consent process and invited further feedback from recipients. A copy of the Overview Document is provided at the end of this chapter.

11.1.3 Tangata Whenua

The special interest of tangata whenua in water quality issues was recognised by Auckland *City* and Metrowater and a process was developed to address these interests.

Ngati Whatua O Orakei

The nature of this project requires that sections 6(e), 7(a) and 8 of the RMA are complied with. To this end Auckland *City* and Metrowater have established a formal working relationship with Ngati Whatua O Orakei. A joint working group is identifying issues of importance to tangata whenua and considering acceptable mitigation or resolution options. This work is ongoing.

The operation of the working group includes the following:

- ⊙ Establishment of a consultative working party consisting of Metrowater and Ngati Whatua representatives.
- ⊙ Establishment of authoritative points of contact within the organisational structures of both parties.
- ⊙ Establishment of a regular meeting and reporting schedule for the identification and resolution of appropriate issues.
- ⊙ Provision by Metrowater of appropriate technical and environmental information necessary to enable Ngati Whatua to gain a full understanding of the project.

The responsibilities of the working party include:

- ⊙ Identify and document tangata whenua cultural and environmental issues associated with the discharge consents.

- ⊙ Identify and document appropriate resolution options for such issues, or where resolution is not possible, formulate avoidance or mitigation strategies.
- ⊙ Arrange for the provision to Metrowater of cultural advice and services, e.g., karakia or ceremonial, and the correct observance of *tikanga Maori* in appropriate circumstances.
- ⊙ Making provision for appropriate tangata whenua involvement in the future appraisal of ongoing effects and participation in monitoring.
- ⊙ Making provision for appropriate tangata whenua involvement in associated projects such as the preparation of future integrated catchment management plans.
- ⊙ Agree on a process for the preparation and presentation of evidence in respect of tangata whenua cultural and environmental issues at the appropriate resource consent hearings if necessary.

Other Tribes with Affiliation to Tamaki Makarau

As a number of other tribes also have traditional associations with Tamaki Makarau (Auckland) much effort has been expended in establishing similar consultation arrangements with these iwi. The consultation objectives are:

- ⊙ To provide comprehensive project briefings.
- ⊙ To assist with identification of issues.
- ⊙ To assist with formulating mitigation or issue resolution options.

The parties identified are the following:

- ⊙ Hauraki Maori Trust Board.
- ⊙ Huakina Development Trust.
- ⊙ Te Kawerau A Maki.
- ⊙ Ngati Te Ata.
- ⊙ Ngai Tai ki Tamaki Trust.
- ⊙ Ngati Paoa Whanau Trust.
- ⊙ Ngati Wai Trust Board.

11.1.4 Residents

While the interests of many residents are covered by the stakeholder groups listed above, Auckland City and Metrowater wish to ensure that individual members of the public have the opportunity to be fully involved in the consultation process. To this end the following initiatives have been undertaken.

Public Consultation Brochure

A brochure was circulated to all residents of Auckland City in December 2001. The brochure, "Contributing to a better environmental future", outlined current problems with wastewater

and stormwater overflows, work on the integrated catchment studies and the resource consent process. A copy of the brochure is provided at the end of this chapter. The brochure provided a tear-off form for recipients to comment further on the resource consent application, and signal if they wished to be kept informed. Many residents took the opportunity to gain further information and comment via this process. Due to public demand the close-off date for this initiative was moved from late January to end of March and comment is still being received.

Auckland *City* and Metrowater have incorporated the responses received into a database. Further information has been, and will continue to be, supplied to parties who have requested it. Responses and comments are summarised in Section 11.2. Where possible Auckland *City* and Metrowater have included information relevant to the queries raised in this AEE.

0800 Number

An 0800 number was set up to enable individuals to seek information about the resource consents process. Auckland *City* and Metrowater have set up a database to track all queries and ensure that responses are provided to callers. Once again the information collected during this process has been considered in preparing this AEE and will be utilised in further planning of the integrated catchment studies.

Catchment Objectives Groups

In October 2000 Auckland *City* and Metrowater signalled their intention to set up five Catchment Objectives Groups to assist in developing catchment-based objectives for stormwater management (in accordance with the approach set out in the ARC Guidelines). These groups will be formally established once the response database has been reviewed and a representative group of individuals and organisations has been contacted. It is anticipated that these groups will provide a focus for discussion on the individual catchment issues identified by the wider community.

11.2 Issues Identified During Consultation

11.2.1 Tangata Whenua Issues, and Auckland *City* and Metrowater Response

Tangata whenua issues identified to date are generally consistent among the parties and relate mostly to environmental issues. There is also an underpinning cultural desire of iwi to see an improvement in the quality of the receiving waters as a result of this resource consent process.

In general, iwi seek:

- ⊙ The establishment of a plan aimed at the total elimination of sewage overflows as a priority issue.
- ⊙ The formulation of plans and proposals to clean up stormwater in terms of sediment, rubbish, road runoff and household toxins.

- ⊙ The establishment of an awareness / education programme warning of the harmful environmental effects of detergents, paint and other harmful materials being deliberately or accidentally put into the stormwater system.
- ⊙ The establishment of a medium to long term plan aimed at the separation of stormwater and sewage flows where they currently share common pipelines.
- ⊙ A thorough examination of outfalls to ensure they do not create erosion problems or become safety hazards when in flood.
- ⊙ The monitoring of effects on sea life at appropriate (representative) discharge points.
- ⊙ The involvement of iwi in the planting of wetlands with native species at discharge points suited to this type of activity. The wetlands will act as a polishing agent for discharged water.

Many of the issues raised by iwi will be examined in detail during the completion of the integrated catchment studies and the development of the integrated catchment management plans, described in Chapter 9. Responses to the matters raised are presented below.

Sewage and Stormwater Separation

Two key issues raised were the separation of sewage and stormwater and the total elimination of sewage overflows. As described in Chapter 9, Metrowater is working toward the separation of wastewater and stormwater in several parts of the city. The development of the integrated catchment management plans will assist in determining other areas where such separation is needed. The separation of wastewater and stormwater is one way of improving the water quality of the discharges, but in many instances this is not the only, or necessarily the best, solution. All of the options for water quality improvement will be reviewed as part of the forward planning work, and the best option selected for the specific drainage management area. It must be recognised that discharges of wastewater come not only from overflows within Metrowater's system, but also from overflows of the Watercare system. The two organisations are working together to minimise discharges, however it is fair to say that separation of Metrowater and Auckland City's wastewater and stormwater pipes does not necessarily mean an end to all wastewater or sewage discharges to the environment.

Minimising Rubbish

The ongoing programme of environmental improvement includes among its aims the minimising of rubbish and toxins in stormwater, with public education programmes a key part of the existing strategy. This work is ongoing and Auckland City and Metrowater welcome the involvement of iwi in this programme.

Control of Erosion

Controlling erosion around outfalls is part of the ongoing programme of maintenance. Works will continue to be targeted at any locations where erosion is an existing or potential issue. Where specific sites are brought to Metrowater's attention, these are added to the maintenance register and work is programmed to rectify any structural or erosion problems.

Monitoring Programme

The development of a monitoring programme to assess improvements to the environment is a part of the adaptive management strategy described in Chapter 2. This will include both freshwater and marine sites.

Wetland Development

The development of wetlands in the drainage system will be examined in detail as part of the development of integrated catchment management plans, and again, Auckland *City* and Metrowater welcome the involvement of iwi in this matter.

Further consultation with the iwi groups is expected to include discussion of resolution options or mitigation proposals if resolution is not considered possible. The preliminary view received from the groups with whom consultation has begun, is that the issues are resolvable. Consultation efforts will be directed towards achieving this end.

The process entered into with tangata whenua is at an early stage and it is expected that further identification of issues and cultural effects will be obtained during the process. Metrowater has not included cultural values in its discussion of environmental effects in Chapter 8, preferring that iwi have full opportunity to identify the issues and express their views.

11.2.2 Public Comments, and Auckland *City* and Metrowater Responses

Feedback to the brochure circulated in December has been recorded and tabulated under a number of categories, as shown in Table 11.1. Auckland *City* and Metrowater's responses to the comments received are set out below.

Suggestions for the Stormwater System

Metrowater and Auckland *City* have described in Chapter 9 the proposed improvements to be undertaken over the next three to five years, along with the programme proposed to collect the information required to complete long term planning. Many of the concerns that have been recorded are long term issues that will be dealt with in two ways, as follows. The process of identifying priority areas for improvement in the immediate future will continue, and areas with specific urgent requirements will be attended to where this is possible. The development of the detailed integrated catchment management plans will enable Metrowater to prioritise the longer term works needed across the city. These works will improve the local operation of many parts of the system and meet a number of the concerns expressed.

Key issues for the public are the separation of wastewater and stormwater and the cessation of discharges of wastewater to the environment. Auckland *City* and Metrowater's response is set out in Section 11.2.1.

Wetlands

There is potential for the development of wetlands in some parts of the drainage system, to assist in the treatment of stormwater. Such options will be considered in detail during the development of integrated catchment management plans.

Table 11.1: Summary of comments received as at 14 March 2001		
Category of Comment	No.	Examples of Comments
Utilities and Government departments	10	Request overview document.
Commercial enterprises and interest groups	7	Request overview document. Want Metrowater to keep them informed re overloads. Wish to see siltation decreased and water quality improved.
Suggestions for stormwater system	27	Clearing of litter from creeks and drains, total separation of storm and wastewater, treating all stormwater, clearing overgrown streams, attend to higher risk areas first, road drainage recycled, cess-pit cleaning, zero wastewater discharge.
Wetlands	5	Planting of urban streams, creation of artificial wetlands.
Conservation measures	29	Incentives for people to use rain-tank water for toilets and gardens, Metrowater to collect grey water for gardens and parks, recycling of stormwater, new building code requiring recycling of water, education on disposal of toxic substances, rates relief for managing run-off.
Complaints about specific creeks, drains, outfalls	64	Request for pipes instead of open drains, bury the Hobson pipe, flooding, beach water quality, sewer separation priorities for specific creeks.
Cost of project, Auckland City and Metrowater charges or governance	28	Reduce water charges, return Metrowater functions to Auckland City, reduce charges as wastewater is used on gardens, distribute costs of upgrade over time, bill new properties more, costs have risen for water, yet house numbers increased. Stop the Waikato pipeline.
Urban development and growth	22	Too much infill housing, urban intensification contributing to cost, develop rail, new developments to bear the cost of stormwater dissipation, infill causes major flooding, shrinking section size.
Consultation with Tangata whenua	3	Respect tangata whenua.
Pollution	5	Boaties discharging waste, visual impact of filters and outfalls, herbicides, disposal of industrial waste.
Resource consent process and brochure	21	Resource Management Act and consent process waste of time, brochure waste of money.
Water quality	3	Improve beach water quality, undertaken monitoring, eliminate sewage discharges.
Community involvement	1	Want to see community initiatives accommodated.
Ecology	12	Concern for bird and stream life.

Conservation Measures

There is considerable interest among residents in finding ways to conserve water and use it more efficiently. Metrowater and Auckland City have in place initiatives to minimise the use of water in the home and garden and are committed to continuing public education about these matters.

Specific Creeks and Drains

A large number of comments were made about problems with specific drains and outfalls. Metrowater has compiled a list of these. These will be checked against the existing project records and added if they are not already included. Further action will be scheduled as part of the system of prioritising works.

Urban Development and Growth

As described in Chapter 6, Auckland City is committed to implementing the Growth Strategy proposed by the ARC. This is intended to ensure that services can be best planned to meet the needs of Auckland residents, businesses and industries.

Consultation with Tangata Whenua

Consultation with tangata whenua is described in Section 11.1.3.

Water Quality

Metrowater and Auckland City have put in place plans to improve the quality of discharges to the environment. These include ongoing works that address issues in specific drainage management areas and longer term plans to complete the development of integrated catchment management plans. These will allow future improvements to the drainage system to be undertaken in a way that will have the best results for people and the environment.

Community Involvement

Although only one response specifically requested that Metrowater and Auckland City involve the community in their planning, numerous respondents identified community groups that they are involved with and expressed specific interest in local waterways in their communities. Metrowater and Auckland City welcome involvement with the community and have already entered into discussions with a range of organisations as indicated previously in this chapter.

It is expected that other similar initiatives will be developed as a response to the comments from the public.

Ecology

The improvements that are currently being undertaken by Metrowater and Auckland City, and the works that will be undertaken over the next two decades are intended to ensure that the habitat quality of streams, estuaries and harbours is improved. As stated above, there will continue to be discharges that are beyond Metrowater and Auckland City's control. Integrated planning between Metrowater, Auckland City, Watercare and other parties will be continued to provide the best possible result for the city's environment.

Comments on the RMA Process

Comments on the RMA process and other comments as to governance are not matters that can be addressed in this AEE.

11.3 Coastal Plan Consultation

In parallel with the general consultation summarised above, Auckland *City* and Metrowater have been engaged in a process of discussion with local authorities and their respective water network operators, Ports of Auckland, Department of Conservation and other parties about matters relating to the management of the coastal marine areas of the broader Auckland Region. This included detailed discussions with the objective of settling a number of references lodged on the proposed Auckland Regional Plan – Coastal. This process has enabled Auckland *City* and Metrowater to gain a full appreciation of the relationship between itself and other organisations as regards coastal management. The two parties consider this consultation has direct relevance to these resource consent applications.

11.4 Summary

Auckland *City* and Metrowater's consultation with the public is an ongoing process that occurs irrespective of the resource consent applications. Specific initiatives have been added to this consultation strategy to inform the public, tangata whenua and interested parties about these specific applications. Further detailed consultation will continue as the resource consent application and hearing process continues.

Auckland *City* and Metrowater have put considerable effort into preparing a forward planning strategy that will lead to improvements in the Auckland drainage system. The two organisations are committed to improving the quality of discharges, via a combinations of works, management and public education. These will be considered in relation to ongoing input from the public as to their preferences and aspirations about their living environment.

