

13 June 2025

Sent via email to [REDACTED]

LG25-0132 - Wastewater Pump Station

Dear [REDACTED],

REQUEST FOR OFFICIAL INFORMATION – PARTIAL RELEASE OF INFORMATION

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 16 May 2025 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

Please provide details of the following in relation to the wastewater pump station at the end of Kawarau Place (for the last 10 years):

- 1. Number of times per year that QLDC's maintenance contractors have been called out to fix or maintain the wastewater pump station.**
- 2. Number of times per year the pump station has had to be completely shut down/taken off-line to allow for maintenance and repair.**
- 3. With respect to Item 2 above, the period of time the pump station has remained off-line for repair and maintenance during each visit.**
- 4. Annual cost to QLDC and the ratepaying community associated with repairing and maintaining this pump station.**
- 5. Design capacity (max design inflows) for this pump station.**
- 6. Average daily loading.**
- 7. Worst case/maximum peak flow rates being directed through this pump station (i.e., what is the worst-case scenario for volume of sewage being directed through this pump station on any given day during peak periods).**
- 8. Approximate period of time that this pump station has been operating beyond its original design capacity?**
- 9. What (if any) plans does QLDC have for upgrades to the Frankton wastewater network to improve known issues associated with the under-sized pump station at Kawarau Place and/or the Riverside Road pump station located near the zoological gardens and what is the expected timeframe for completion of that work?**

Additionally, I understand that there was an agreement entered into with developers of Remarkables Park for essential upgrades to wastewater pumpstation(s). Could you please:

- 10. Confirm existence of any legally binding agreements between QLDC and Remarkables Park Limited and/or Shotover Park Limited for upgrades, replacement and/or decommissioning of wastewater pump station(s) and related wastewater infrastructure servicing the Frankton/Remarkables Park area?**
- 11. Please provide details of required upgrades to the Frankton/Remarkables Park wastewater networks that are covered under the terms of those agreements.**

12. Advise what (if any) steps QLDC has taken to enforce the terms of any legally binding agreement(s) referred to in Item 11 and Item 12 above.

QLDC RESPONSE

Partial release of information

In response to your request, we consulted with the QLDC Property and Infrastructure Team.

1. Number of times per year that QLDC's maintenance contractors have been called out to fix or maintain the wastewater pump station.

Year	Reactive Jobs	Planned Maintenance Jobs	Total Jobs
2025	3	25	28
2024	14	48	62
2023	24	43	67
2022	7	52	59
2021	1	51	52
2020	10	50	60
2019	9	42	51
2018	6	37	43
2017	3	4	7

2. Number of times per year the pump station has had to be completely shut down/taken off-line to allow for maintenance and repair.

Based on a review of the Request for Service (RFS) records, there are no documented instances of a complete shutdown of this pump station. While there have been occurrences of individual pump blockages, the station is equipped with two pumps, ensuring that at least one pump remained operational at all times.

3. With respect to Item 2 above, the period of time the pump station has remained off-line for repair and maintenance during each visit.

As noted above, there are no records indicating that the pump station has been completely offline or unable to pump. While there have been instances of communications outages and a planned power outage, these events were managed without requiring the station to be shut down for any length of time.

4. Annual cost to QLDC and the ratepaying community associated with repairing and maintaining this pump station.

The annual routine maintenance cost for the Queenstown Wastewater Network is approximately \$14,000 (excluding GST). This includes all preventative maintenance activities at the Kawarau Place Wastewater Pump Station, as well as other pump stations within the catchment. A more detailed cost breakdown is not available due to the structure of the maintenance contract.

Reactive maintenance costs are charged per item in accordance with an agreed schedule of rates, as individual work orders are raised. As at 21 May 2025, a total of 77 RFS entries for reactive maintenance

have been recorded since 2017. Of these, 76 have been closed, with one remaining open. The total cost of reactive maintenance undertaken at the site between 1 July 2024 and 31 May 2025 is approximately \$16,500.

5. Design capacity (max design inflows) for this pump station.

As inflow is not measured at this site, we are providing the outflow rate, which reflects the capacity of the pumps. The pump station is equipped with two identical pumps, each with a typical capacity of 16.5 litres per second. While the station is designed to operate in a duty/standby configuration, the second pump can also operate in an 'assist' mode during high flow conditions, allowing both pumps to run simultaneously.

6. Average daily loading.

The average daily flow is approximately 8 litres per second, which equates to around 418 cubic metres per day.

8. Approximate period of time that this pump station has been operating beyond its original design capacity?

Pump run hours have been used to assess performance against QLDC design specifications, which specify a maximum of 18 hours per day.

In 2025, the pump station exceeded the design threshold for four consecutive days. The highest recorded run time was 26.35 hours on 12 May 2025. As this total exceeds 24 hours, it indicates that the pumps were operating in a Duty/Assist configuration—rather than the intended Duty/Standby setup—to manage incoming flows. The assist pump is triggered when the water level in the pump well rises beyond a set point, signalling that the duty pump alone cannot keep up with the inflow. However, both pumps operated simultaneously only briefly, for a maximum duration of approximately three hours.

Date	Pump One Run Hours	Pump Two Run Hours	Total Run Hours
11/05/2025 0:00	3.152	17.507	20.66
12/05/2025 0:00	5.037	21.311	26.35
13/05/2025 0:00	4.566	18.573	23.14
14/05/2025 0:00	7.069	18.087	25.16

In 2024, the pump station operated above the 18 hour per day design limit for 19 consecutive days, with a peak of 20 hours per day.

9. What (if any) plans does QLDC have for upgrades to the Frankton wastewater network to improve known issues associated with the under-sized pump station at Kwarau Place and/or the Riverside Road pump station located near the zoological gardens and what is the expected timeframe for completion of that work?

QLDC plans to divert the Kwarau Place wastewater pump station catchment to the upgraded Remarkables Park wastewater pump station within the next ten years. This will support the eventual decommissioning of the existing Kwarau Place wastewater pump station.

Key projects included in the publicly available [2024–2034 Long Term Plan](#) (LTP) are:

- Hawthorne Drive gravity wastewater pipe capacity: Planned start Year Four, Planned completion Year Six.
- Remarkables Park and Kawarau Place wastewater pump stations – Frankton wastewater Conveyance Improvements: Planned start Year Five, Planned completion Year Seven.

Decision to refuse information

- 7. Worst case/maximum peak flow rates being directed through this pump station (i.e., what is the worst-case scenario for volume of sewage being directed through this pump station on any given day during peak periods).**
- 10. Confirm existence of any legally binding agreements between QLDC and Remarkables Park Limited and/or Shotover Park Limited for upgrades, replacement and/or decommissioning of wastewater pump station(s) and related wastewater infrastructure servicing the Frankton/Remarkables Park area?**
- 11. Please provide details of required upgrades to the Frankton/Remarkables Park wastewater networks that are covered under the terms of those agreements.**
- 12. Advise what (if any) steps QLDC has taken to enforce the terms of any legally binding agreement(s) referred to in Item 11 and Item 12 above.**

We have good reason under section 17(e) of the LGOIMA for refusing the information requested. We consider it is necessary to refuse the requested information on the basis of the following grounds:

- Section 17(e) – that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

Section 17(e) of the LGOIMA clarifies that a local authority is not required to provide information that does not exist or cannot be found despite reasonable efforts. This ensures that the absence of information is not due to negligence but reflects its genuine non-existence.

In response to your request, we consulted the QLDC Property and Infrastructure Team. They advised that inflow is not measured at this site, so we are unable to provide a response to item seven.

The upgrade of the wastewater network is scheduled for construction in 2031 under the LTP. Additional upgrades will be required to support future development in the catchment, and these will be assessed and coordinated with developers as resource consent applications are submitted. Accordingly, the information requested in items 10 to 12 does not currently exist and cannot be provided.

As a local authority, we are committed to fulfilling our obligation to provide access to information that we hold. However, pursuant to Section 17(e) of the LGOIMA, we are unable to release information that either does not exist or cannot be found despite our reasonable efforts.

Right to review the above decision

Note that you have the right to seek an investigation and review by the Ombudsman of this decision. Information about this process is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please contact Naell.Crosby-Roe@qldc.govt.nz (Stakeholder and Democracy Services Manager).

We trust the above information satisfactorily answers your request.

Kind regards,



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