

20 March 2026

Erika Whittome

Via email

Email: fyi-request-33435-e904d548@requests.fyi.org.nz

Dear Erika

REQUEST FOR INFORMATION UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987 (LGOIMA) – FLUORIDATION

Your request

On 6 January 2026, we received your request for information. In particular, your request was as follows:

*Dear Watercare Services Limited,
I note that Hastings District Council has a fluoride free and chlorine removed water refill station in the city of Hastings.
Would you please share the location of Auckland water refill stations that are fluoride free and chlorine removed drinking water?
Yours faithfully,
Erika Whittome*

On 22 January 2026, we provided our response as below.

*The link below is a map of the Watercare supplied tanker filling stations:
<https://www.google.com/maps/d/u/0/viewer?mid=18MUcjwU2suXPHnoHBcB3t55rGCOMHahB&ll=-36.620321899...>*

Registered tanker operators use these stations to get access to Watercare bulk water supplies for their customers. Access to these tanker filling stations is controlled and not available for individual customer use.

All filling stations would have residual chlorine added from their respective Water Treatment Plant supplying that area.

The only tanker filling stations that do not have fluoride supplied are in our rural Water Treatment Plant areas. This includes the tanker filling stations in Wellsford (105 Centennial Park Road, Wellsford), Warkworth (6 Brown Road, Warkworth) and Helensville (37 Mill Road, Helensville). All others have fluoride added.

On 22 January 2026, we received another email seeking clarification of our response set out above. In particular, your email was as follows:

*Dear Pinaz Pithadia,
So are you saying that the information on water refill stations that the public can use that are fluoride and chlorine free does not exist?
Yours sincerely,
Erika Whittome*

On 18 February 2026, we received another email seeking clarification of our response dated 22 January 2026. In particular, your email was as follows:

Dear Pinaz Pithadia,

Thank you for the response in which you said:

"The link below is a map of the Watercare supplied tanker filling stations:

*[https://urldefense.com/v3/https://www.google.com/maps/d/u/0/viewer?mid=18MUcjwU2suXP_HnoHBcB3t55rGCOMHahB&ll=-36.62032189999999*2C174.6777079&z=9;JQ!!JcuPmubLuqHOewrctw!GJtyaHcrJW2INxXq3JkTPHi6fJeW2DJAtYnDSJr7AwkyrzevzkOv7EB7f5PAHeg0sebhWaR0KPH4lCt-UXfzA5-FOWSXkqLOkZKmetxWbliF\\$](https://urldefense.com/v3/https://www.google.com/maps/d/u/0/viewer?mid=18MUcjwU2suXP_HnoHBcB3t55rGCOMHahB&ll=-36.62032189999999*2C174.6777079&z=9;JQ!!JcuPmubLuqHOewrctw!GJtyaHcrJW2INxXq3JkTPHi6fJeW2DJAtYnDSJr7AwkyrzevzkOv7EB7f5PAHeg0sebhWaR0KPH4lCt-UXfzA5-FOWSXkqLOkZKmetxWbliF$)*

Registered tanker operators use these stations to get access to Watercare bulk water supplies for their

customers. Access to these tanker filling stations is controlled and not available for individual customer use."

So certain customers get access to no chlorine, no fluoride water, but not individual customers. So the information on refill stations does not exist, right? Please confirm this is the information you are supplying under the Act.

Yours sincerely,

Erika Whittome

On 23 February 2026, we provided our response as below.

*As stated in our letter of 22 January 2026, all Watercare filling stations have residual **chlorine** added from the respective Water Treatment Plant supplying that area.*

*The tanker filling stations in Wellsford (105 Centennial Park Road, Wellsford), Warkworth (6 Brown Road, Warkworth), and Helensville (37 Mill Road, Helensville) do not have **fluoride** added.*

*This means that Watercare does not have any water refilling stations available to the public that **are both fluoride free and chemical free.***

In summary:

- *The water at all of Watercare's tanker filling stations has residual chlorine*
- *The water at three of Watercare's water tanker filling stations has no fluoride (see list above)*
- *There are no tanker filling stations that are both fluoride free and chlorine free.*

Our tanker filling stations are for wholesale customers, who fill up large tankers with water, for distribution to their retail customers. None of these tankers access chlorine free water as all water we sell has residual chlorine from the treatment process.

It seems to us that you are asking whether an individual can access fluoride free water via a tanker filling station. The only way that an individual customer like yourself would be able to access such fluoride free water would be to buy water off a wholesale tanker operator who had filled up their tanker at one of the three fluoride free tanker stations mentioned above.

On 3 March 2026, we received another email seeking further clarification of our response dated 23 February 2026. In particular, your email was as follows:

Dear Pinaz Pithadia,

Your letter says "Watercare does not have any water refilling stations available to the public that are both fluoride free and chemical free. "

So the information does not exist.

Yours sincerely,

Erika Whittome

Our response

This letter sets out our response to your email dated 3 March 2026.

We formally confirm that the information requested in your original request dated 6 January 2026 does not exist. In particular, there are no Auckland water refill stations that are both fluoride free and chlorine free. We therefore refuse your request under section 17(e) of the LGOIMA.

Next steps

If you are unhappy with our response, we recommend that you:

- obtain your own legal advice, or
- contact the Ministry of Health using a form available on their website: [Official Information Act requests | Ministry of Health NZ](#), or
- seek an investigation and review by the Ombudsman for all of our responses. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely



Tuan Hawke

Head of Operations Performance