

Reference Number: 2025/1329

17 December 2025



On 1 December 2025, we accepted a partial transfer from the Ministry of Health requesting information relating to fluoride under the Local Government Official Information and Meetings Act 1987 (LGOIMA). Please see outlined below a response to each part of your request.

Provide the full chemical composition, including chemical names, chemical formulae, and concentrations of all fluoride compounds added to the public water supply

Horowhenua District Council dose Hydrofluorosilicic Acid (HFA) into the potable water supply. The Safety Data Sheet (SDS) for this chemical is attached to this response.

Provide details of any chemical by-products, waste, or residues generated during production, storage, transport, or dosing, including their environmental and human health impacts

Horowhenua District Council procure this product from IXOM. Any by-products, waste or residues generated during production, transport, storage are outside our area of operation. The HFA is stored on-site at the Levin Potable Water Treatment Plant in a separate bunded area, away from other chemicals. The delivery and storage procedure are an approved system for this product under the Health and Safety at Work (Hazardous Substances) Regulations 2017. The dosing is automated to ensure the system operates 24/7 as the plant does. This also ensures limited interaction between the operators and the chemical.

Deliveries of the chemical are managed and undertaken by IXOM under their policy and procedures.

Provide copies of all risk assessments, environmental impact statements, monitoring reports, and internal or external evaluations regarding fluoride safety, dosing, and public health

No risks assessments related to public health or environmental impact statements were undertaken by Horowhenua District Council as the Ministry of Health directed Council to initiate dosing of Fluoride into the potable water supply. No monitoring reports are written as the system is monitored by a Supervisory Control and Data Acquisition (SCADA) system.

Provide documentation of regulatory compliance, inspections, or audits by government or third-party authorities

Horowhenua District Council has not had any inspections or audits by government or a third party of the Fluoride dosing system.

Disclose any incidents, complaints, or breaches relating to fluoride chemical safety, handling, or dosing.

Incidents relating to Fluoride chemical safety, handling or dosing:

In November 2025 the Fluoride dosing was stopped due to an error in the analysers. New analysers were procured and the system put back into operation. Both the Ministry of Health and Taumata Arowai were notified at the time.

Complaints relating to Fluoride chemical safety handling or dosing:

23 complaints have been received via the Horowhenua District Council Customer Request Management tool. Of these three related to a fault on the tap that provides water prior to Fluoride being dosed into the potable water. One was a query in relation to a supplier of Fluoride analysers.

Breaches relating to Fluoride chemical safety handling or dosing:

The range of dose rates for Fluoride are very narrow, between 0.7mg/L to 1mg/L. The system has been set up to underdose Fluoride. This has occurred. There have been no incidents when the Fluoride was dosed above 1mg/L.

You are entitled to seek an investigation and review by the Office of the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Horowhenua District Council publishes responses to Local Government Official Information and Meetings Act 1987 (LGOIMA) requests that we consider to be of wider public interest, or which relate to a subject that has been widely requested. To protect your privacy, we will not generally publish personal information about you, or information that identifies you. We will publish the LGOIMA response along with a summary of the request on our website. Requests and responses may be paraphrased.

If you would like to discuss this decision or any of the information provided as part of this request, please contact Daniel Haigh (Group Manager Community Infrastructure) on danielh@horowhenua.govt.nz, or LGOIMAOfficer@horowhenua.govt.nz.

Ngā mihi | Best regards



Ashley Huria
Executive Sponsor

Received	ID	Category	Customer	Street	Suburb	Phone	Asset	Summary	Closed	Outcome
23/09/2025	266906/2025	Water - General Enquiry	Anonymous					[REDACTED] has requested a call bacvk as he wants to kow if there is fluoride in the Foxton water		
18/09/2025	266707/2025	Water - General Enquiry	Anonymous					[REDACTED] - Wanting to know if the fluoride free tap down Gladstone was ok to use now - Called [REDACTED] and she is going to find out this answer for [REDACTED]		
9/09/2025	266224/2025	Water - General Enquiry	Anonymous					[REDACTED] - drinking water - fluoride monitoring company - Applied Instruments - offering services would like to discuss		
8/09/2025	266075/2025	Water - Low pressure and/or flow	Anonymous					Anonymous - Non Fluoride Tap on Gladstone Road Levin - [REDACTED] Caller rung to let us know there is a problem with the tap and the water is barley dribbling out. Massivley slowerr than normal		
18/06/2025	261890/2025	Water - General Enquiry	[REDACTED]	[REDACTED]	Levin Rural	[REDACTED]		Non fluoride tap at Levin Water Treatment plant - the light on pump for the tap is not on and it says not to use unless the light is on - can we please check/repair and advise Call Centre as customer is ringing back this afternoon to get an update on when he can go get water. thanks		
15/06/2025	261746/2025	Water - General Enquiry	Anonymous					<p>From: [REDACTED] Sent: Sunday, 15 June 2025 1:11 pm To: info@pncc.govt.nz: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Subject: Water Exposure Causing Severe Illness - Demand for Transparency To the Palmerston North City Council and the Horowhenua District Council, I am writing to formally raise urgent concerns after both my dog and I suffered a severe reaction yesterday following exposure to your water. **Since the introduction of fluoridation, I have been committed to maintaining a healthy lifestyle and avoiding unnecessary exposure to harmful substances. To reduce risk, I had been boiling my water from my home tap in Levin since the fluoridation changeover, believing this was the safest option. However, I was unaware that boiling does not remove fluoride-instead, it increases its concentration as water evaporates, leaving behind higher levels of fluoride. Without realizing it, I had been double dosing fluoride every time I boiled my water. Yesterday was the first time I drank fluoridated tap water from Levin without boiling it. Despite relying on a public water tap in Palmerston North that is advertised as fluoride- and chlorine-free, I still became ill after drinking one glass from Palmerston North and one from my home tap in Levin. My symptoms included intense stinging eyes, facial and neck redness, burning sensations, overwhelming itching, a burning throat, brain fog, mouth dryness, numbness, freezing hands unable to regulate temperature, and severe vomiting. My face felt like it was on fire, and I am still experiencing discomfort. Even more distressing, my dog exhibited severe neurological symptoms-shaking, wobbling, collapsing, and an inability to move her neck. I genuinely feared for her life. No resident should ever have to experience harm simply from drinking water-especially when I was in Palmerston North for the sole purpose of purchasing a rainwater barrel to protect myself from fluoridation. It is unacceptable that I now must spend money on bottled water-including brands I do not wish to support-just to access safe drinking water in my own home. Ratepayers should not be financially burdened for a basic necessity. I request immediate transparency from both councils regarding fluoride sensitivities, as fluoride is not universally safe and poses a real health risk to individuals with sensitivities. I also demand:</p> <ul style="list-style-type: none"> ◆ A no-cost solution for residents who cannot safely consume fluoridated water, such as council-distributed fluoride-free drinking water with sustainable packaging to minimize plastic waste. ◆ Disclosure of fluoride and chlorine concentrations in all available water sources, including bottled water. ◆ An investigation into potential contamination. ◆ A reassessment of fluoridation policies. ◆ Public warnings and education about the risks associated with fluoridation, including the fact that fluoride is not a naturally occurring mineral but rather an industrial additive. New Zealand prides itself on putting public health first, yet fluoridation contradicts this value. Other countries recognize fluoride's risks and are moving away from water fluoridation, yet New Zealand is implementing an unsound and dangerous initiative that fails to protect its residents. Adding toxins to the water supply must be openly discussed on official platforms-not hidden behind government messaging. I expect a formal response outlining how this issue will be addressed. Sincerely, [REDACTED] 		
8/06/2025	261587/2025	Water - General Enquiry	Anonymous					<p>From: [REDACTED] Sent: Sunday, 8 June 2025 9:57 am To: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Subject: Fluoride in water Hi, I wish to opt out of having fluoride in my water supply. I would like to send a letter to someone at the council, because this was all done without consideration and true understanding of the long term implication. This is not about 'teeth decay,' and it never has bee. It is against the rights of the public who did not consent to this being done. As rate payers we need to have access to clean, chemical free drinking water especially those who are children and have sensitivities. The decision needs to be revoked and quickly. [REDACTED]</p>	11/06/2025	Completed

6/06/2025	261316/2025	Water - General Enquiry							Please contact [redacted] asap (he asked if it could be today please as he has a health situation) [redacted] He needs to know if the Levin water supply has sodium added, if the ph of the water is adjusted and if there is a chemical analysis of both the treated fluoridated water and the non fluoride tap, thanks. Back up ph is celt [redacted] but try landline first, thank you	6/06/2025	Completed
28/05/2025	260930/2025	Water - General Enquiry	Anonymous						[redacted] - Wanting to know how the water is treated that is down Gladstone that doesn't have fluoride in it - Referred to website however wasn't any information on there - Please call.	28/05/2025	Completed
11/03/2025	256962/2025	Requests for public participation at meetings (speaking rights)	Anonymous	126 Oxford Street	Levin				[redacted] would like speaking rights at the pre Council meeting on Wednesday please - about Fluoride, thanks	11/03/2025	Complete
23/01/2025	254715/2025	Water - General Enquiry	Anonymous						Hi Team, saved in CM9 as D25/13763 as has attachment in e-mail - this is customer's third contact about fluoride - "From [redacted] : [redacted] > Sent: Thursday, 23 January 2025 3:04 pm To: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Subject: CM: Re: Re: Fluoride in water in Levin I still haven't heard anything regarding why Levin has started adding fluoride to the water please see last article I sent and current one. (dated Jan 6 2025) https://static.arkengine.com/video/cm613zp5c00d1hdef1kgqz7y/file/mp4/ FLUORIDE%20STUDY_FP_407.mp4 I am serious in wanting an answer [redacted]"	29/01/2025	Completed
23/12/2024	253245/2024	Water - General Enquiry	Anonymous						Hi team this is saved in CM9 as it has an attachment D24/183077 From [redacted] > Sent: Monday, 23 December 2024 4:23 pm To: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Subject: CM: Fwd: Federal Judge Declares Fluoride in Drinking Water an "Unreasonable Risk" and Cites Respond by Demanding Immediate Action this information covers the previous email I sent you asking why you are still going ahead with the fluoridation of the water in Levin. Perhaps this information will also help to get you to rethink NZ Citizen members of my family live in Levin. Thanks [redacted]"	24/12/2024	Completed
8/12/2024	252520/2024	Water - General Enquiry	Anonymous						-----Original Message----- From [redacted] Sent: Sunday, 8 December 2024 1:53 pm To: [redacted] Subject: Re: Fluoridation of drinking water and the implications for Mana o te Wai / Bill of Rights Act Thank you to the councils and councillors who responded to my previous email. Further to the discussion, I would like to bring your attention to New Zealand's largest chemical distributor IXOM, which is one of the world's largest manufacturers of Hydrofluorosilicic Acid (HFA) in the global market. In New Zealand, the Government's chosen source of 'fluoride' for water treatment under the fluoridation directive is HFA. HFA is not Calcium-Fluoride and it is therefore, not naturally occurring. It is a waste product from the phosphate fertilizer industry and classified as a hazardous substance. The waste product in its gas form is banned as an emission under the New Zealand RMA, and though it is not food grade safe, is somehow permissible to be added to water systemically, in a repurposed solid form. IXOM, owned by Keppel Industries, applied to the NZ Overseas Investment Office in 2018. Overseas investment decision for case 201810202 - IX Infrastructure Pty Limited Applicant IX Infrastructure Pty Limited Case number(s) 201810202 Decision date 6 Dec 2018 The application detailed the forecasted value of New Zealand business at \$233,197,806 and stated their intention to develop and grow Ixom's water treatment and chemical manufacturing business in New Zealand following the completion of the investment. In 2023, Keppel Industries valued its Asset Under Management (AUM) portfolio at \$7.3BN and apportioned by geography, Australia and New Zealand at 35%. In 2022, the global market value of HFA was reported at approximately 4.62 billion U.S. dollars worldwide. By 2030, the global market value of this compound is expected to grow considerably to some 6.1 billion U.S. dollars. Shareholder and Stock exchange data for investment purposes states the following Fluorosilicic Acid Market Challenges that may hinder profitability: "Corrosive nature and fuming property of concentrated fluorosilicic acid will hinder the growth of market. The corrosive nature and fuming property of concentrated fluorosilicic acid especially above 20% concentration may hamper the market growth. The acidic nature of this compound leaches the lead and arsenic from water delivery plumbing. Additionally, it is a byproduct of phosphate fertilizer industry and claimed to be contaminated with heavy metals and radioactive elements. Other disadvantageous it a hazardous chemical, when touch with body cause burn to the skin. Inhalation may result in spasms, inflammation and oedema of the larynx and bronchi, chemical pneumonitis and pulmonary oedema. This factor will hinder the growth of market in the forecast period" Why has the New Zealand Government chosen to use an off-shore owned Chemical Corporation to fluoridate water using a biocidal formula of HFA? Have councils been provided with alternate fluoridation options for consultation by the Director General? Does this directive of HFA, as a repurposed waste product, read to you as an appropriate solution given the warnings of corrosion, lead and arsenic leaching of plumbing systems? Is there a correlation between Dunedin's increase in lead levels and Auckland and Hamilton's increase in arsenic levels since the introduction of HFA as a water treatment agent? How will Councils be able to monitor corrosive activity of individual household plumbing? Kind regards [redacted]"	18/12/2024	Completed

19/11/2024	251653/2024	Water - General Enquiry	Anonymous				From: [REDACTED] Sent: Tuesday, 19 November 2024 3:46 pm To: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Subject: Re Fluoride in water in Levin https://fluoridefree.org.nz/breaking-news-usa-federal-court-finds-fluoridation-poses-an-unreasonable-risk-to-human-health/ why are you still going ahead with this? [REDACTED] NZ citizen	22/11/2024	Completed No Action Required
20/11/2024	251617/2024	Water - General Enquiry	[REDACTED]	[REDACTED]	Levin Rural		Hey Team While technically this is a LGOIMA, he's not asked for this to be put through as one so this would be a CRM for Local Waters - please note he's asked for urgency in this. Regards Neisha Please note my days of work are 630am to 3pm, Monday to Friday You can reach me via my cell phone, Teams or email during work hours LGOIMA Officer Waea Mahi ' (06) 366 0999 126 Oxford Street, Levin Private Bag 4002, Levin 5540 From: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Sent: Thursday, 21 November 2024 8:46 am To: LGOIMA Officer <LGOIMAOfficer@horowhenua.govt.nz> From: [REDACTED] Sent: Wednesday, 20 November 2024 4:59 pm To: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Subject: Fluoride in HDC water- testing program and results Good afternoon HDC, From reading the HDC website it would appear you have gone live with Fluoride in the water supply. This is not a medical treatment I wish to participate in. The messaging in the website is not crystal clear, I think it should be possible for you to put a definitive statement stating what you have done, from when, and to what %, ppm or what method you wish to express this by. Given you now (appear) to have implemented Fluoride in the water supply, can you please supply me a copy of the detailed :- Implementation plan (commissioning plan) Test plan (where water test samples are collected), when and who they are sent to for testing (independent test lab) Copies of the testing results- ideally these will be placed on your web site. Additionally, can you please supply me a copy of your emergency plan, i.e. what you will do, who will be informed and when / if the testing finds the water is now toxic by your definition of over 1.0 ppm. Additionally how will you safely remediate the issue? How will communicate this - your current communication is sadly poor. I look forward to a DETAILED reply from you on the above Within 7 days. I understand I can request all this information as a OIA. (LGOIMA) but ask there is urgency with the testing results in case there is a error with the dose rates as has occurred elsewhere. Kind regards [REDACTED]	15/01/2025	Completed
19/11/2024	251532/2024	Water - General Enquiry	Anonymous				[REDACTED] has requested a call back as she would like us to start a register objecting to Fluoride in the water	20/11/2024	Completed
18/11/2024	251393/2024	Water - General Enquiry	[REDACTED]	[REDACTED]	Levin Rural		[REDACTED] - would like to know how to turn off trickle feed to her property and collect her own water due to Fluoride being added tomorrow -	19/11/2024	Completed
11/11/2024	251015/2024	Water - General Enquiry	Anonymous				[REDACTED] has requested a call back to find out when we will start putting Fluoride in the water [REDACTED] is needing to fill a water storage container and needs notice to get this done	11/11/2024	Completed
11/10/2024	249568/2024	Water - General Enquiry	[REDACTED]	[REDACTED]	Levin		Please call [REDACTED] - enquiry about when fluoride will be added to the Levin water supply, and when that happens where the tap will be located that is non fluoridated water for the public to access, thanks	19/11/2024	Completed
25/09/2024	248688/2024	Water - General Enquiry	Anonymous				-----Original Message----- From: T [REDACTED] Sent: Wednesday, 25 September 2024 9:39 am To: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Subject: Enquiry Is fluoride in our water system still going ahead? Please view: https://www.newstarget.com/2024/09-23-cdc-admits-fluoride-toxic-to-humans.html Notice to one is notice to all: Notice to all councillors, you will be held responsible for harm to all members of your constituency and action will be taken if this poisoning goes ahead; You have been warned; [REDACTED]	17/10/2024	Complete
31/08/2024	247557/2024	Customer & Regulatory - Compliance - General Enquiries	Anonymous	Salisbury Street	Levin		Hi Team, can you please look at this one as it appears protesters were outside either Levin Mall on Oxford Street side or possibly the Council building itself - the message taken is a bit unclear on location, thanks - SRC0177816 - A new Case has been added with the following details: Customer [REDACTED] [REDACTED] We have recorded the following information: Case Started: 31-08-2024 12:32:59 PM NZST Call In: 12:32:59 Issue Location: Oxford Street, Levin Type: Other (General) Details: [REDACTED] called in from the Levin Mall to enquire about the protestors currently outside the building (Oxford Street) protesting fluoride in the water - they have advised her that they have council's permission to do so, and [REDACTED] would like to confirm whether this is true with council in case of reoccurrence. Duty Officer Contacted?: Not Applicable Assignment Group: Horowhenua District Council	11/09/2024	Accepted
19/07/2024	245474/2024	Water - General Enquiry	[REDACTED]				From: [REDACTED] Sent: Friday, 19 July 2024 1:04 pm To: Customer Services - Public <CustomerServices@horowhenua.govt.nz> Subject: RE: Water supply Good afternoon, I am querying to see if there has been any further updates to the commencement of fluoride project since this last communication as per below. Regards [REDACTED]	31/07/2024	Completed
4/06/2024	243222/2024	Water - General Enquiry	Anonymous				Hi Team, please call [REDACTED] about when fluoride will be added to Levin town supply - he is very concerned about the effect fluoride has on plant growth as 25% of plants cannot process this and when we are in a cost of living crisis people will struggle to grow their own food - feels talking to Central Government (as this was mandated by them) is pointless, and Council should look into this further, thanks	7/06/2024	Completed