

Monday 7 August 2023

### **OIA IRO-452**

Name:

Email: @xtra.co.nz

Kia ora

### Official information request regarding leak at Downing and Admiralty Street.

Thank you for your official information request dated Saturday 1 July 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and determined that we are able to grant your request in part.

The information you have requested is enclosed in our email to you. Pursuant to Section 7(2)(a) of the Act, some of the information has been withheld as it is personal about private individuals.

Our Regional Water Loss Team surveyed the area and did not find any drinking water leaks contributing to the issue. Investigations continue to determine the cause of the issue.

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 <a href="www.ombudsman.parliament.nz">www.ombudsman.parliament.nz</a> or freephone 0800 802 602.

Ngā mihi,

**Acting Group Manager, Customer Operations Group** 

For the latest news and updates, follow us on our social channels:



f) /wellingtonwater



@wgtnwaternz & @wgtnwateroutage



@wellington\_water

Official Information From:

Monday, June 19, 2023 3:55 PM Sent:

To:

Cc: Official Information

**Subject:** FW: Response to OIA IRO-409

OIA IRO-409, Information on leak at Admiralty Way from 31 January 2023, **Attachments:** 

Service Request Data - OIA IRO-409 Job Sheet (1).pdf

OIA IRO-409 **Categories:** 

Howdy,

Can ya keep me in the loop on this one and to see if we've gone to assess.



(he/him)

**Governance Coordinator - Business Services** 



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045 Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Friday, May 26, 2023 10:04 AM @xtra.co.nz>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: Response to OIA IRO-409



Official information request regarding information for the leak at Admiralty Way from 31 January 2023 to date.

Please see attached Wellington Water's response to your request.

Nāku noa, nā



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From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Monday, May 1, 2023 3:56 PM
To: @xtra.co.nz>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: Official information request (OIA IRO-409)



Official information request regarding information for the leak at Admiralty Way from 31 January 2023 to date.

Thank you for your official information request dated Sunday 30 April 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Friday 26 May 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,



Governance Coordinator - Business Services



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From: @xtra.co.nz>

Sent: Sunday, April 30, 2023 9:40 PM

To: Official Information <official.information@wellingtonwater.co.nz>

Subject: Official information request

Caution: This is an external email. Please take care when clicking links or opening attachments.

### To: Wellington Water

This is a request under the Local Government Official Information and Meetings Act 1987 for all information held by Wellington Water on the water leak at Admiralty Street, possibly the result of a leak at Chequers Way, Crofton Downs, Wellington. This includes all information since the date of my last request on 31 January 2023 (OIA IRO-358) and includes but is not limited to job sheets and all information showing the status of the leak problem and plans by Wellington Water to get around to fixing it.

The leak has got worse and no work appears to have been done on it.

Besides responding to my request for information above, please advise me whether Wellington Water intends to get this leak fixed before Christmas 2023 or before Christmas 2024.

From: Official Information < official.information@wellingtonwater.co.nz >

**Cc:** Official Information < <a href="mailto:official.information@wellingtonwater.co.nz">official.information@wellingtonwater.co.nz</a>>

Subject: Response to OIA IRO-358

Kia ora

Official information request on leak at Admiralty Street, Crofton Downs.

Please see attached Wellington Water's response to your request.

Ngā mihi nui



(he/him)

**Governance Coordinator - Business Services** 



Tel 04 912 4400 Mob

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Sprinkler and irrigation systems not permitted.









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From: Official Information < official.information@wellingtonwater.co.nz >

Sent: Wednesday, March 1, 2023 5:06 PM To: @xtra.co.nz>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: Letter of Extension - OIA IRO-358

Kia ora

Official information request on leak at Admiralty Street, Crofton Downs.

Please see attached our letter notifying you of an extension to the time to decide on your request.

I am working with our team to get a response to you as soon as possible.

Ngā mihi nui



(he/him)

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From: Official Information < official.information@wellingtonwater.co.nz >

Sent: Tuesday, January 31, 2023 2:47 PM
To:

@xtra.co.nz>

Cc: Official Information < official.information@wellingtonwater.co.nz >

Subject: Acknowledgement of Receipt - OIA IRO-359

Kia ora

Official information request on leak at Admiralty Street, Crofton Downs.

Thank you for your official information request dated Tuesday 31 January 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Wednesday 1 March 2023 being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi



(he/him)

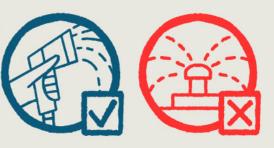
**Governance Coordinator - Regulatory Services** 



Tel 04 912 4400 Mob

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Water Restriction Level (2)





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Official Information From:

Sent: Friday, May 26, 2023 11:06 AM

To: Resolution Team Official Information Cc:

Subject: FW: Response to OIA IRO-409

Attachments: Response to OIA IRO-358; Response to OIA IRO-409

Categories: OIA IRO-409

Howdy guys,

Hope this email finds you well.

See reply to recent LGOIMA response to

back in March (OIA IRO-358) we noted that our teams believed the leak at Admiralty Street In our response to was caused by leak further up on Chequers way.

In our recent response to resterday – we have noted that the job on Chequers was completed. Despite this, there is still a prominent leak - see images below.

Keep me in the loop on this one re. sending guys out. I'd like to go out to the site with them if possible 😊

Ngā mihi nui,



(he/him)

Sovernance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045 Level 4, 25 Victoria Street, Petone, Lower Hutt

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@xtra.co.nz> From:

Sent: Friday, May 26, 2023 10:43 AM

To: Official Information <official.information@wellingtonwater.co.nz>

Subject: Re: Response to OIA IRO-409

Caution: This is an external email. Please take care when clicking links or opening attachments.

To: Wellington Water

Thank you for your reply. It is **incorrect** to say that the leak has been repaired. Refer attached photos taken this morning from the corner of Downing St and Admiralty St, Crofton Downs. The water appears to be coming from around the round drain cover. I have already sent more or less similar photos, I have already given you the correct location, and I have already corrected you when you have claimed that the leak has been repaired.

I suggest that you go to the site (corner of Admiralty St and Downing St, Crofton Downs, Wellington, New Zealand!) on a dry day and you will see the water flow. It is obvious. If the photos in this e-mail do not come through correctly or if your people cannot find their way around Crofton Downs, let me know.

I will give you a month to action this and then I will put in another official information request to see how you have responded to this e-mail.



From: Official Information < official.information@wellingtonwater.co.nz >

Date: Friday, 26 May 2023 at 10:04 AM
To:

@xtra.co.nz>

Cc: Official Information < official.information@wellingtonwater.co.nz>

Subject: Response to OIA IRO-409

Kia ora

Official information request regarding information for the leak at Admiralty Way from 31 January 2023 to date.

Please see attached Wellington Water's response to your request.

Nāku noa, nā





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Besides responding to my request for information above, please advise me whether Wellington Water intends to get this leak fixed before Christmas 2023 or before Christmas 2024.

From: Official Information <official.information@wellingtonwater.co.nz>

Date: Wednesday, 8 March 2023 at 2:38 PM
To:

@xtra.co.nz>

Cc: Official Information <official.information@wellingtonwater.co.nz>

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Ngā mihi nui



(he/him)

**Governance Coordinator - Business Services** 



5

Sprinkler and irrigation systems not permitted.









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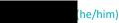
Official information request on leak at Admiralty Street, Crofton Downs.

Please see attached our letter notifying you of an extension to the time to decide on your request.

I am working with our team to get a response to you as soon as possible.

Ngā mihi nui





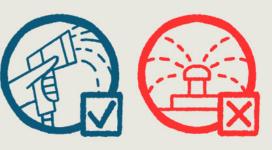
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(he/him)

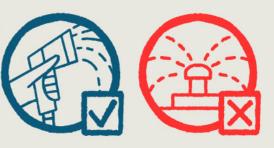
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## Service Request Data – OIA IRO-452 Job Sheet – Sent on 9 August 2023

	Council							Reported	Completion/Closed			
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date	<b>Entry Date</b>	Work Log Summary	Work Log Detail
16 Chequers	WCCSR-	WCC_SWP00846	CCTV request - 16	<div>Please CCTV the stormwater main and</div>	Stormwater	4	INPRG.	7/5/2023		7/5/2023	assigned to	
Way, Crofton	321234-3	9	Chequers Way, Crofton	Wastewater Main in the photo			HD.PAU	10:24:05		10:28:26	6.	
Downs,	S NACHARIS AN ARCONOMIC PARAMETERS (		Downs	attached. <div><div>Water seepage is</div></div>			SE	AM		AM		
Wellington, 6035				coming down the bank and also out of the road on the								
				corner of Downing and Admiralty Street. RICH</td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
				TEXT>								
										7/6/2023	CCTV	CCTV INVESTIGATION
										2:48:06 PM		
	-									7/6/2023	Team lead to review	
										2:48:36 PM	footages	
										7/28/2023	CCTV	FLUSHED AND FILMED WASTEWATER AND FLUSHED
		spinos			5-	j.			AN-	1:19:07 PM		STORM
	**	7 A.			(1)		4	2	7.4	7/28/2023	Team lead to review	
										1:20:02 PM	footage	
										8/1/2023	CCTV	Flushed and filmed wastewater main and stormwater
	3. V	0.0				e.				1:37:32 PM		main
	((0)	((0)								8/1/2023	Team lead to review	
										1:38:09 PM	footag	
					6					8/3/2023	CCTV Notes	03/08/23 CCTV various SW & Drains as per
										11:27:03		attached plans.Drain has some roots but is OK.Also
										AM		found water seeping into MH SW005039 from top of
												MH.could be a water leak in the area. RICH TEXT



## Service Request Data – OIA IRO-452 Job Sheet

	Council							Reported	Completion/Closed			
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date	Entry Date	Work Log Summary	Work Log Detail
Address  18 Downing Street, Crofton Downs, Wellington, 6035	WCCSR-321234	No Asset Selected	LEAK DETECTION;18 DOWNING STREET, Crofton Downs ()	<pre><div><font size="1">Trickle - Looks like ground water seeping through the road. Please log to Wellington water to assess and repair. Thanks</font></div><div><div><div><div><div><span style="background-color: rgb(255, 255, 0);">14/4/22 Job for leak at 11 Chequers Way raised on WCCSR-228615- 2</span></div><div>&lt;12/8 nb - Waiting on WCCSR-228615-2 to be completed</div><div><span style="background-color: rgb(32, 178, 170);"><font color="#ffffff">26/08 AS - Waiting</font></span></div></div></div></div></div></pre>	Potable	3	INPRG.	2/3/2022 3:16:21 PM	Date	2/3/2022 3:16:33 PM	Note from Council	Address:  18 DOWNING STREET, Crofton Downs Open in Google Maps:  https://www.google.com/maps/search/?api=1& query=- 41.25955922945426,174.7611416349565
				on WCCSR-228615-2 <29/6/23 HM - WCCSR-228615-2 completed on 21 April 2023 RICH TEXT						2/14/2022	- Assigned to Rover	- Assigned to Rover RICH TEXT
										11:14:51 AM	- Assigned to Rover	- Assigned to Rover (! RICH TEXT>
										3/29/2022 6:36:39 PM	Status Change to PAUSE	Assign to leak detection.
										4/6/2022 11:58:41 AM	ADR requested	Leak detection requested RICH TEXT
										4/11/2022 7:42:27 AM	Leak Detection Notes Received 10/04/2022	<pre><div></div></pre> <pre><div><pre><pre>class="MsoNormal" style="background:white"&gt;<span style='mso- fareast-font-family:     "Times New     Roman";color:#212121'>We have surveyed the area. </span></pre></pre></div></pre>
												<pre><span style='mso- fareast-font-family:     "Times New Roman";color:#212121'>I have marked a leak by the valve going into</span></pre>
												the blue meter box just past 9B Chequers Way. I have marked this 2_3 times before. It is by a high voltage power cable. See picture.
												<pre><span style='mso- fareast-font-family:     "Times New     Roman";color:#212121'>I believe this     water is going down the bank</span></pre>
												into Admiralty St to cause the issue in  Downing. <o:p></o:p> RICH TEXT



### Service Request Data – OIA IRO-452 Job Sheet

	4/14/2022	Job For 9B Chequers	Job for leak at 9B Chequers Way raised
	2:01:45 PM	Way Leak Raised On	on WCCSR-321234-1 RICH TEXT
		WCCSR-321234-1	
	5/19/2022	Waiting on Job for leak	<div>Job for leak at 11 Chequers Way raised on</div>
	12:49:25	at 11 Chequers Way	WCCSR-228615-2 <div></div> <div>Below</div>
	PM	raised on WCCSR-	job was related to this internal job. </td
		228615-2	RICH TEXT>
	5/26/2023	New Photos from	Received new photos following the repair on
	1:45:03 PM	25/05/2023	Chequers Way being completed. Passed to
			Service Delivery to re-investigate. RICH TEXT</td
			>
	7/3/2023	update	Received an official information request stating
	4:04:39 PM		that the water seepage is still an issue. Emailed
			RWL to request if they can investigate if there
			are any further water leaks contributing to this
			issue. RICH TEXT
	7/3/2023		
	4:06:18 PM		