

Monday 7 August 2023

OIA IRO-452

Name: [REDACTED]

Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED]

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 www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

Acting Group Manager, Customer Operations Group

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

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington_water

[REDACTED]

From: Official Information
Sent: Monday, June 19, 2023 3:55 PM
To: [REDACTED]
Cc: Official Information
Subject: FW: Response to OIA IRO-409
Attachments: OIA IRO-409, Information on leak at Admiralty Way from 31 January 2023, [REDACTED] Letter.pdf; Service Request Data – OIA IRO-409 Job Sheet (1).pdf

Categories: OIA IRO-409

Howdy,

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

[REDACTED]

[REDACTED] (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
To: [REDACTED]@xtra.co.nz>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: Response to OIA IRO-409

Kia ora [REDACTED]

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

[REDACTED]

[REDACTED] (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: Monday, May 1, 2023 3:56 PM
To: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Official information request (OIA IRO-409)

Kia ora [REDACTED]

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,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

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: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@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.

[REDACTED]

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

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

To: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)>

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

Subject: Response to OIA IRO-358

Kia ora [REDACTED]

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

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

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



Wellington Water

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: Wednesday, March 1, 2023 5:06 PM

To: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)>

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

Subject: Letter of Extension - OIA IRO-358

Kia ora [REDACTED]

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

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz

Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



Wellington Water

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: Tuesday, January 31, 2023 2:47 PM

To: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)>

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

Subject: Acknowledgement of Receipt - OIA IRO-359

Kia ora [REDACTED]

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

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz

Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



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
Sent: Friday, May 26, 2023 11:06 AM
To: Resolution Team
Cc: Official Information
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 [REDACTED]

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

In our recent response to [REDACTED] yesterday – 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,

[REDACTED]

[REDACTED] (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: [REDACTED]<[REDACTED]@xtra.co.nz>
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: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)>

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

Subject: Response to OIA IRO-409

Kia ora [REDACTED]

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

[REDACTED]

[REDACTED] (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: Monday, May 1, 2023 3:56 PM
To: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Official information request (OIA IRO-409)

Kia ora [REDACTED]

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,

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

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: [REDACTED] <[REDACTED]@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>
Date: Wednesday, 8 March 2023 at 2:38 PM
To: [REDACTED] <[REDACTED]@xtra.co.nz>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: Response to OIA IRO-358

Kia ora [REDACTED]

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

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

Ngā mihi nui

[REDACTED] (he/him)
Governance Coordinator - Business Services

 Wellington
Water

Tel 04 912 4400 Mob [REDACTED]

Limit residential outdoor water use. Handheld hoses only.
Sprinkler and irrigation systems not permitted.

Water Restriction Level 2

Wellington Water

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: Wednesday, March 1, 2023 5:06 PM

To: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)>

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

Subject: Letter of Extension - OIA IRO-358

Kia ora [REDACTED]

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

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz

Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



Wellington Water

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: Tuesday, January 31, 2023 2:47 PM

To: [REDACTED] <[\[REDACTED\]@xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)>

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

Subject: Acknowledgement of Receipt - OIA IRO-359

Kia ora [REDACTED]

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

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz

Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



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.

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
16 Chequers Way, Crofton Downs, Wellington, 6035	WCCSR-321234-3	WCC_SWP008469	CCTV request - 16 Chequers Way, Crofton Downs	<div>Please CCTV the stormwater main and Wastewater Main in the photo attached.</div><div> </div><div>Water seepage is coming down the bank and also out of the road on the corner of Downing and Admiralty Street. </div><!-- RICH TEXT -->	Stormwater	4	INPRG. HD.PAUSE	7/5/2023 10:24:05 AM		7/5/2023 10:28:26 AM	assigned to [REDACTED]	
										7/6/2023 2:48:06 PM	CCTV	CCTV INVESTIGATION
										7/6/2023 2:48:36 PM	Team lead to review footages	
										7/28/2023 1:19:07 PM	CCTV	FLUSHED AND FILMED WASTEWATER AND FLUSHED STORM
										7/28/2023 1:20:02 PM	Team lead to review footage	
										8/1/2023 1:37:32 PM	CCTV	Flushed and filmed wastewater main and stormwater main
										8/1/2023 1:38:09 PM	Team lead to review footag	
										8/3/2023 11:27:03 AM	CCTV Notes	03/08/23 CCTV various SW & SS drains as per attached plans.Drain has some roots but is OK.Also found water seeping into MH SW005039 from top of MH.could be a water leak in the area.<!-- RICH TEXT -->

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
18 Downing Street, Crofton Downs, Wellington, 6035	WCCSR-321234	No Asset Selected	LEAK DETECTION;18 DOWNING STREET, Crofton Downs ()	<div>Trickle - Looks like ground water seeping through the road. Please log to Wellington water to assess and repair. Thanks</div><div> </div><div> </div><div>14/4/22 Job for leak at 11 Chequers Way raised on WCCSR-228615-2</div><div>12/8 nb - Waiting on WCCSR-228615-2 to be completed</div><div>26/08 AS - Waiting on WCCSR-228615-2 </div><div>29/6/23 HM - WCCSR-228615-2 completed on 21 April 2023</div><!-- RICH TEXT -->	Potable	3	INPRG. RESCHED	2/3/2022 3:16:21 PM		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
										2/14/2022 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	<div>

										4/14/2022 2:01:45 PM	Job For 9B Chequers Way Leak Raised On WCCSR-321234-1	Job for leak at 9B Chequers Way raised on WCCSR-321234-1 <!-- RICH TEXT -->
										5/19/2022 12:49:25 PM	Waiting on Job for leak at 11 Chequers Way raised on WCCSR-228615-2	<div>Job for leak at 11 Chequers Way raised on WCCSR-228615-2</div><div> </div><div>Below job was related to this internal job. </div><!-- RICH TEXT -->
										5/26/2023 1:45:03 PM	New Photos from 25/05/2023	Received new photos following the repair on Chequers Way being completed. Passed to Service Delivery to re-investigate.<!-- RICH TEXT -->
										7/3/2023 4:04:39 PM	update	Received an official information request stating 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		