

Monday 27 February 2023

**OIA IRO-357**

Name: [REDACTED]  
Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED]

**Official information request regarding Sewage overflow at 137 Taylor Terrace, Tawa.**

Thank you for your official information request dated Saturday 28 January 2023.

The Local Government Official Information and Meetings Act 1987 (the Act) requires that we advise you of our decision on your request no later than 20 working days after the day we received it.

Please see in the Appendix part of your request, for information provided to your neighbour, [REDACTED], following their request. In addition, see in our email to you the job sheets for this matter – also provided to [REDACTED]

Unfortunately, we cannot meet the timeframe to answer the remaining questions you had and must therefore extend our response date to Friday 10 March 2023.

This extension is necessary because consultations necessary to decide on your request are such that a proper response cannot reasonably be made within the original time limit.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi

[REDACTED]  
**Team Lead, Communications and Engagement**

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## Appendix

**Question 1: Where was the blockage along the pipe?**

*Answer...*

The blockage occurred between asset number WCC\_WWCP310743 & WCC\_WW018031 – located within 139 Taylor Terrace.

**Question 2: Which trees caused it?**

*Answer...*

Likely tree roots on the southern boundary of 139 Taylor Terrace.

**Question 3: How was the blockage removed (robotic cutter?)**

*Answer...*

Drainage rods followed by heavy flush

**Question 4: What is the ongoing risk and potential for reoccurrence of blockage. Risk of soil entering drain and blocking?**

*Answer...*

Information not held

**Question 5: What is the pipe repair strategy (if required)**

*Answer...*

Ongoing monitoring of blockage frequencies through customer relationship management and reoccurring jobs of blockages, we monitor trends.

**Question 6: Recommendations for which trees to fell**

*Answer...*

Wellington Water does not provide these recommendations.

Friday 10 March 2023

OIA IRO-357

Name: [REDACTED]

Email [REDACTED]@[xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)

Kia ora [REDACTED]

**Official information request regarding Sewage overflow at 137 Taylor Terrace, Tawa.**

In addition to our response to you on Monday 27 February 2023, please see in the appendix to this letter our response to your remaining questions.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi

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## Appendix

### **Question 1: Full report of the staff who cleared the blockage**

Please see the Job Sheet attached. Details of works undertaken are only recorded within those sheets.

### **Question 2: When was the last time these sewage pipes were checked?**

*Answer...*

July 2021

### **Question 3: Was the system check to see it was adequate for the additional properties built?**

*Answer...*

We have checked internally and have no record of the properties you refer to.

### **Question 4: Back sections in Taylor Tce have been provided in recent years were these checked for loading on the sewage system?**

*Answer...*

There are no new dwellings/developments that are serviced by the wastewater network which serves 157 Taylor Terrace. Wellington Water's wastewater model results indicate that there is spare capacity in the existing wastewater pipes to accommodate additional properties.

### **Question 5: How long have these pipes been laid as you have documented the safety during its lifespan to withstand normal tree roots.**

*Answer...*

Pipes were laid in 1973

### **Question 6: As the trees was planted by the Council before the property was built. Why was it planted along the sewerage line?**

*Answer...*

After consulting with Wellington City Council (WCC), there is no information held on how the tree came to exist, so we are unable to answer this question.

WCC's tree team advised that no planting is carried out within four metres of an access driveway due to site lines.

**Question 7: The sewage access point at 135 Taylor Tce has been covered since 1974 and request to the Council and Regional Council has not been answered – Why?**

*Answer...*

Advancement in technology and length of hoses results in drainage equipment not requiring access to some straight through manholes, ie. Access from 133 and 139 is currently sufficient. Council reserves the right to access and uncover the manhole where required.

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
137 Taylor Terrace, Tawa, Wellington, 5028	WCCSR-555891	WCC_WWCP310743	Blockage 137 Taylor Terrace, Tawa	Caller advised of a blocked sewer main at 137 Taylor Terrace. Please attend asap.	Wastewater	1	PRECLAIM	1/18/2023 1:09:21 PM	1/18/2023 3:18:26 PM	1/18/2023 1:09:32 PM	Note from Council	Address: 137 TAYLOR TERRACE, Tawa Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;q=41.184271998904876,174.82995774901968">https://www.google.com/maps/search/?api=1&amp;q=41.184271998904876,174.82995774901968</a>
										1/18/2023 1:18:49 PM	Assinged	Assigned to █████ - Used drainage rods to clear the blockage and the flusher unit to wash down and disinfect affected area tree roots was the cause of the blockage
										1/21/2023 3:38:08 PM	Note from Council	Closed by WCC