

Monday 20 March 2023

OIA IRO-368

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

**Official information request regarding water issue outside 32 Grierson Street and 30A Grierson Street.**

Thank you for your official information request dated Sunday 19 February 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 full.

The information you have requested is enclosed in our email to you.

Some of the details within the provided information has been redacted pursuant to [Section 7\(2\)\(a\)](#) of the Act as it is personal information about private individuals.

Furthermore, please see a description of the works carried out, which has resulted in this matter being resolved, in the appendix of this letter.

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**

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Our water, our future.**

## Appendix

We took a sample of the seepage on 28 February 2023 (results attached) which indicated that the nature of the seepage is groundwater (not from any of the 3 reticulated networks).

While on site we found a blocked private stormwater lateral, which runs along the grass berm at 32 Grierson Street and discharges at the stormwater outlet next to the sump in the road.

We have cleared this private stormwater lateral as a gesture of good faith - so the groundwater is no longer travelling overland and on the Council footpath.

The seepage on the footpath has now been resolved – see photo attached in our email to you (Image 3).

# Food & Water Testing ANALYTICAL REPORT

REPORT CODE	AR-23-NW-009874-01	REPORT DATE	07/03/2023
-------------	--------------------	-------------	------------

**Attention** Wellington Water Ltd  
 [REDACTED]  
 Wellington Water Management  
 Level 4, Ibm House  
 25 Victoria Street  
 Petone Lower Hutt  
 NEW ZEALAND

**Phone** [REDACTED]  
**Email** [REDACTED]@wellingtonwater.co.nz

**Copy to:** Wellington Water Ltd  
 (drainageinvestigations@wellingtonwater.co.nz) [REDACTED]

<b>Contact for your orders:</b> [REDACTED]	<b>Order code:</b> EUNZWE-00110773
<b>Contract:</b> Seepages HCC	
<b>Submission Reference:</b> 32 Grierson St Naenae Lower Hutt	<b>Purchase Order Number:</b> 281240

<b>SAMPLE CODE</b>	<b>812-2023-00027104</b>
--------------------	--------------------------

<b>Sample described as:</b> COG WO# 268283 [REDACTED] 32 Grierson St Naenae Lower Hutt	
<b>Sampling Point code:</b> NW0001006006	<b>Sampling Point name:</b> Seepage - HCC
<b>Reception Date &amp; Time:</b> 28/02/2023 10:35	
<b>Analysis Start Date &amp; Time:</b> 02/03/2023 12:29	<b>Analysis Ending Date:</b> 07/03/2023
<b>Sampled Date &amp; Time</b> 28/02/2023 09:40	<b>Sampler(s)</b> Pomare Depot

RESULTS	LOQ
---------	-----

<b>NW007 Chloride</b>			
Chloride (Cl)	22.3	mg/l	0.02
<b>ZM2H3 Enumeration of Faecal Coliforms By Membrane Filtration</b>			
Faecal Coliforms	1000	cfu/100 ml	100
<b>NW006 Fluoride</b>			
Fluoride	0.04	mg/l	0.02
<b>NW008 Nitrite-N</b>			
Nitrite	<0.01	mg/l	0.01

### LIST OF METHODS

NW006 <b>Fluoride:</b> APHA Online Edition 4110 B	NW007 <b>Chloride:</b> APHA Online Edition 4110 B
NW008 <b>Nitrite-N:</b> APHA Online Edition 4110 B	ZM2H3 <b>Faecal Coliforms E (Water) [NZ] &lt;100 &gt;60 000 /100 ml (0-1) m-FC Agar-F:</b> SMEWW 9222D; APHA Online

**Signature**

[REDACTED SIGNATURE]

[REDACTED SIGNATURE]

### EXPLANATORY NOTE

## Food & Water Testing

- ① Test is not accredited
- ② Test is subcontracted within Eurofins group and is accredited
- ③ Test is subcontracted within Eurofins group and is not accredited
- ④ Test is subcontracted outside Eurofins group and is accredited
- ⑤ Test is subcontracted outside Eurofins group and is not accredited
- ⑥ Test result is provided by the customer and is not accredited
- ⑦ Tested at the sampling point by Eurofins and is not accredited
- ⑧ Tested at the sampling point by Eurofins and is accredited

N/A means Not applicable

**Not Detected** means not detected at or above the Limit of Quantification (LOQ)

**LOQ** means Limit of Quantification and the unit of LOQ is the same as the result unit

The test result(s) in this report apply only to the sample as received.

This document can only be reproduced in full.

The tests are identified by a five-digit code, their description is available on request.

Accreditation does not apply to comments or graphical representations.

Unless otherwise stated, all tests in this analytical report (except for subcontracted tests) are performed at 85 Port Road, Seaview, Lower Hutt, Wellington, NEW ZEALAND.

The laboratory is not responsible for the information provided by the customer which can affect the validity of the results, for example: sampling information such as date/time, field data etc.

This report issued by Eurofins relates exclusively to the samples provided by the Customer and does not relate to the lot / batch from which the samples have been obtained.

Eurofins may subcontract the performance of part or all of the Services to a third party and the Customer authorises the release of all information necessary to the third party for the provision of the Services.

All samples become the property of Eurofins to the extent necessary for the performance of the Services.

Eurofins will not be required to store samples and may destroy or otherwise dispose of the samples or return the samples to the Customer (at the Customer's cost in all respects) immediately following analysis of the samples.

If the Customer pays for storage of the samples Eurofins will take commercially reasonable steps to store the samples for the agreed period in terms of industry practice.

The Customer acknowledges and accepts that: (a) it is solely responsible for the sampling process and warrants that the sample provided to Eurofins is representative of the lot / batch from which the samples were drawn; and (b) Eurofins expresses no opinion and accepts no liability in respect of the Customer's production process or homogeneity of the sample.

The Eurofins water sampling services uses IANZ approved methodology based on AS/NZS 5667 and / or best practice to collect and transport samples that are fit for the purpose of analytical testing. Eurofins shall have no liability if the sample collected is not representative of the source from which it has been taken. The laboratory is not responsible for sampling activities unless explicitly indicated by the statement "Sampled by Eurofins" on the report for water samples.

The Customer acknowledges that the Services are provided using the then current state of technology and methods developed and generally applied by Eurofins and involve analysis, interpretations, consulting work and conclusions. Eurofins shall use commercially reasonable degree of care in providing the Services.

This report is produced and issued on the basis of information, documents and/or samples provided by, or on behalf of, the Customer and solely for the benefit of the Customer who is responsible for acting as it sees fit on the basis of this report. Neither Eurofins nor any of its officers, employees, agents or subcontractors shall be liable to the Customer nor any third party for any actions taken or not taken on the basis of this report nor for any incorrect results arising from unclear, erroneous, incomplete, misleading or false information provided to Eurofins.

Eurofins shall have no liability for any indirect or consequential loss including, without limitation, loss of production, loss of contracts, loss of profits, loss of business or costs incurred from business interruption, loss of opportunity, loss of goodwill or damage to reputation and cost of product recall (including any losses suffered as a result of distribution of the Customer's products subject of the Services prior to the report being released by Eurofins). It shall further have no liability for any loss, damage or expenses arising from the claims of any third party (including, without limitation, product liability claims) that may be incurred by the Customer.

Eurofins General Terms and Conditions apply.

### END OF REPORT







Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date	Summary	Detail
32 Grierson Street, Naenae, Lower Hutt, Wellington, 5011	HCC508213	HCC_PW018848	Leaky Connection 32 Grierson Street, NAENAE	<div>Hi We have a property at 32 Grierson Street, Naenae, that has had ongoing continual water issues on the footpath which is soaking the grass berm. We have had council come to look at this a number of times previously over the last few years, but is still an ongoing problem. Can we please have a permanent fix on this issue. Thank you</div><div>22/02/21 AH - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </div><!-- RICH TEXT -->	Potable	3	CLOSE	2/10/2021 10:53:51 AM	3/8/2021 9:29:27 PM	2/19/2021 1:09:56 PM	plans ordered
										2/22/2021 12:06:24 PM	Plans Attached
										3/4/2021 4:38:28 PM	escalated to TL on behalf of customer
	HCC517149	No Asset Selected	Client Info Request 32 Grierson Street, NAENAE	Caller says that plumbers have advised that there is an issue with the stormwater connection on the council side - there was an issue logged in Feb that was found to be private on RFS 508213 but plumbers have been back since and found council issue. [REDACTED] plumbing	Stormwater	3	CLOSE	4/30/2021 3:17:52 PM	5/6/2021 8:51:29 AM	4/30/2021 4:38:15 PM	Assigned to [REDACTED]
										5/5/2021 1:01:01 PM	Job completed
										5/6/2021 8:51:27 AM	More work required
	HCC546261	HCC_PW009544	Leaky Connection 32 Grierson Street, Naenae (2man digger)	<div>CAR R848843 30/03/22 </div><div>On the berm outside number 32 grierson to the right of he kowhai tree is you are looking directly at the property is a water leak. There is a patch of wet swampy grass, which we have been monitoring for the past week. The rest of the berm is dry but this continued to be boggy so I suspect it's a burst storm water pipe/leak.</div><div> </div><div>24/11/21 1145 KT - Plans ordered 1940477</div><div>01/12/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div> </div><div>28/3 - SD - Ordered plans again as too old 1999267 </div><div> </div><!-- RICH TEXT -->	Potable	3	CLOSE	11/23/2021 5:53:20 PM	4/1/2022 12:42:59 PM	11/24/2021 11:46:21 AM	Plans ordered
										12/1/2021 2:26:06 PM	Plans attached
										12/3/2021 8:38:28 AM	A
										12/3/2021 8:40:12 AM	Status Change to PAUSE
										12/3/2021 9:26:11 AM	2man digger own traffic
										1/11/2022 11:08:35 AM	Added to TL escalation list
										1/12/2022 8:43:47 AM	Duplicate added
										1/16/2022 8:55:26 PM	Site inspection with excavation.
										1/16/2022 8:55:26 PM	Status Change to PAUSE



										1/19/2022 9:13:36 AM	have emailed LDS
										3/28/2022 10:14:56 AM	LDS notes
										3/28/2022 10:24:40 AM	Ordered plans again as too old 1999267
										3/28/2022 10:25:15 AM	Assigned to ██████ to rover again
										3/29/2022 4:24:39 PM	A
										3/29/2022 4:26:17 PM	Status Change to PAUSE
										3/30/2022 9:44:48 AM	A
										3/30/2022 9:45:08 AM	Status Change to PAUSE
										3/30/2022 1:04:35 PM	CAR R848843 30/03/22
										3/30/2022 1:05:13 PM	Update Emailed ████████████████████
										3/31/2022 11:31:35 AM	Status Change to PAUSE
										3/31/2022 11:39:15 AM	Reassigned to ██████
										4/1/2022 12:42:57 PM	Water seepage caused by blocked stormwater lateral
	HCC546261R	HCC_PW009544	Reinstatement: Leaky Connection 32 Grierson Street, Naenae (2man digger)	<div>CAR R848843 30/03/22 </div><div>Reinstatement Type Required: <font size="2"><b>Topsoil (Grassed Area)</b></font></div><div>Area/Size: <font size="2"><b>1m2</b></font></div><div>Requirements: <font size="2"><b></b></font></div><!-- RICH TEXT -->	Potable	4	CLOSE	4/1/2022 2:42:16 PM	4/2/2022 11:11:53 AM		
	HCC551107	No Asset Selected	Leaky Connection 32 Grierson Street, Naenae	Leak outside 32 grierson street naenae to the left of the property if liking st the house, near the post boxes and the driveway to the left of the house. Number 32 paid to have a pipe connected to the main council system in this area 6 months ago and it has only recently started leaking water.	Potable	3	CLOSE.CAN	12/31/2021 9:33:28 AM	1/11/2022 11:04:44 AM	1/11/2022 11:04:14 AM	assigned to ██████
										1/11/2022 11:04:39 AM	duplicate of HCC546261 - disregard prev note
	HCC552646	No Asset Selected	Major Burst 32 Grierson Street, Naenae, Lower Hutt	██████ has called because there is a large wet patch on lawn, berm and footpath. He had done a online portal complaint on the 30th December because the leak was there since 20th December. There is a substation at the rear of 30a Grierson Street and a grey cap on driveway loose water valve.	Potable	1	CLOSE.CAN	1/11/2022 7:03:14 PM	1/12/2022 8:42:33 AM	1/11/2022 7:03:28 PM	Note from Council
										1/12/2022 8:42:29 AM	Cancelled due to duplicate
	HCC585592	HCC_PWP008001	Leaking Pipes 32 Grierson Street, Naenae	<div>CAR R897689 27/10/22 </div><div>hydro excavation being done on 06/10 2.30 on the berm - water main already leaking - site manager called city council but was not logged- notified leak and need of repair - currently hole is open need someone from WW whether they want them	Potable	3	CLOSE	10/14/2022 9:20:20 AM	10/25/2022 2:50:23 PM	10/20/2022 1:02:47 PM	Left VM for customer

				to close this hole before repairs or put their own traffic management as it is going out of their scope of work - leaking in multiple places slices on a couple of places -workers abandoned that pothole as working on something else - water main situated around it - pothole comes off on the sides off the berm - risk is that it is unattended please assist</div><!-- RICH TEXT -->							
										10/20/2022 1:02:57 PM	assigned to [REDACTED] a
										10/21/2022 12:30:00 AM	More work/ information required
										10/21/2022 12:38:26 AM	As above
										10/27/2022 3:11:45 PM	CAR R897689 27/10/22
	HCC593656	No Asset Selected	ESCALATION Outside 32 grierson street between the footpath, the been and adjacent to 30a's d	<div>A water leak outside 32 Grierson street between footpath and berm and 30a driveway. Water looks like it contains oil and we have 2 cats. This has been reported several times last year according to my messages: 23rd November 2021, 2nd February 2022 and 4th February 2022 and aswell in March/April 2021 when we first moved in. Seemingly it was fixed on the 7th May 2022 and the leaking stooped but it is now leaking in the same spot and overflowing onto the pathway and ruining our fence post. We have 2 weeks off over Xmas to finish our fence and have just paid a significant amount for a new driveway installed, which is very close to the leaking water. We<a aria-disabled="true" class="on onhover" disabled="" eventtype="SAVE" hotkey="S" id="toolactions_SAVE-tbb_anchor" role="button" tabindex="0" title="Save Work Order CTRL+ALT+S"> would appreciate someone looking into this asap as it has been a headache of a problem for quite some time. I'd also appreciate an email outlining the problem that was fixed in May in that same spot. Thank you, [REDACTED] Outside 32 grierson street between the footpath, the been and adjacent to 30a's driveway in Naenae.</a></div><div> </div><div>22/12/22 KT Plans ordered 2141698 </div><div> </div><div>28/12 LG - Plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </div><div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><!-- RICH TEXT -->	Potable	3	APPR	12/21/2022 9:20:18 AM		12/22/2022 9:28:34 AM	plans ordered
										12/22/2022 9:37:52 AM	Plans ordered
										12/28/2022 12:22:23 PM	plans attached
										1/26/2023 4:17:29 PM	Added to the escalation list
										1/26/2023 4:17:54 PM	emailed [REDACTED] because the customer keeps logging jobs to us

										2/7/2023 9:41:49 PM	Water leak inspection.
										2/7/2023 9:47:32 PM	Requires further Leak detection
										2/21/2023 3:33:04 PM	see below
										2/22/2023 3:04:39 PM	update
	HCC597249	No Asset Selected	Fault 32 Grierson Street, Naenae, Lower Hutt (ROVER)	Outdoor tap is not working and it is running in the street. He mentioned that the toby is leaking.	Potable	3	CANCEL.CANCEL	1/24/2023 6:30:20 PM	2/22/2023 3:09:24 PM	1/25/2023 7:23:42 AM	Assigned to 1man as per [REDACTED]
										2/22/2023 3:09:06 PM	toby repaired on HCC597654.
	HCC597413	No Asset Selected	Leaking Pipes Pavement and berm outside 30a and 32 grierson street naenae.	Issue at 30a and 32 Grierson street on the pavement and berm in Naenae, I believe the 8th time reporting this since March 2021. Please fix this, it&apos;s ruining our new fence posts!!!	Potable	2	CLOSE.DUP	1/26/2023 2:50:42 PM	1/26/2023 4:11:12 PM	1/26/2023 4:11:11 PM	Duplicate of HCC593656
	HCC597414	No Asset Selected	Leaking Pipes Storm drain outside 30a and 32 grierson street.	Our outside tap failed 2 days ago, leaking water under our house. Managed to connect the hose and its running to the street, storm water outlet. Toby on our drive (which is on the berm section) does NOT work to turn the water off! Partner called the council several times over the past 2 days. It is overflowing the storm water drain in the street and we can&apos;t resolve this by replacing the failed tap without the water being turned off.	Potable	2	CLOSE.DUP	1/26/2023 2:50:48 PM	1/26/2023 4:12:21 PM	1/26/2023 4:12:20 PM	Duplicate of HCC593656
	HCC597415	No Asset Selected	Leaking Pipes Outside 30a and 32 Grierson street on the pavement and berm.	I reported a leak for the 8th time (I believe) outside 30a and 32 Grierson Street, Naenae. It has not been permanently fixed since first reported in 2021. I&apos;m so dissapointed this hasn&apos;t been resolved and it is ruining our new fence posts! I have already complained once about this issue. My complaint was a very long, eloquent complaint on the 10th January - 11 working day ago!! also asked questions for clarity, of which I have had no response. I want a response to the following questions, as outlined in my original complaint on the 10th January. &apos;I want some clarity around what was actually fixed when we were notified on May 2nd 2022 that the problem was resolved. I also want some clarity around the time frame of why this is taking close to 2 years to fix? What is the timeframe for this to be permanently fixed?&apos; If my questions and requests for information are not addressed, I will submit them again through an official information act request. I have records of all my correspondence thus far. Please fix this!! Yours sincerely, a frustrated rate payer, who incurred an increase in rates this year!! [REDACTED]	Potable	2	CANCEL.CANCEL	1/26/2023 2:50:52 PM	1/26/2023 4:13:18 PM	1/26/2023 4:13:14 PM	Duplicate of HCC593656
	HCC597654	HCC_PW018848	Fault 32 Grierson Street Naenae	<div>CAR R919272 13/02/23 </div><div>[REDACTED] has come in HCC to advise. Toby handle not working. Private leak from outdoor hose tap. Water is leaking under the house and running down the driveway to the road. [REDACTED]@gmail.com</div><!-- RICH TEXT -->	Potable	3	PRECLAIM	1/27/2023 4:20:27 PM	2/1/2023 3:53:30 PM	1/27/2023 4:40:19 PM	Assigned to [REDACTED]