

Tuesday 23 May 2023

**OIA IRO-408**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for information on leaks at 29 Avon Street, Island Bay.**

Thank you for your official information request dated Sunday 23 April 2023. You requested information on what caused/what were the two leaks that Council investigate and completed work on in December 2021 and February 2022, and on 29 January 2022.

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.

Please see attached in our email to you to job sheets on this matter which was caused by a leaking toby at 29b Avon Street. This has been fixed.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information has been redacted as it is personal information about private individuals.

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]

**Head of Communications and Engagement**

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 @wellington\_water

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
29 Avon Street, Island Bay, Wellington, 6023	WCCSR-316327	No Asset Selected	Leaking Pipes 29 AVON STREET, Island Bay	Trickle - Leaking outside 29 Avon St boundry maybe from Toby on footpath.and running down bank/wall across our driveway.. problem is getting worse and worse.	Potable	3	CLOSE. CAN	1/27/2022 6:49:27 PM	2/1/2022 1:53:02 PM	1/27/2022 6:49:49 PM	Note from Council	<p>Address: 29 AVON STREET, Island Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.33346499677144,174.77605876942187">https://www.google.com/maps/search/?api=1&amp;query=-41.33346499677144,174.77605876942187</a></p>
										1/27/2022 6:50:43 PM	Note from Council	<p>Kia ora [REDACTED] Thanks for the report! We've gone ahead and passed this over to Wellington Water, and they'll take a look into this just as soon as they can. If there's anything else at all we can help with, please be sure to let us know.</p> <p>Ng? mihi, [REDACTED] Customer Service Rep   Customer Contact Centre   P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140   -- Initial customer request --!</p> <p>Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 29b Avon St Island bay</p> <p>Suburb: Island bay</p> <p>City:</p> <p>Phone:</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with?</p>

												Water  If other, give details:  Have you contacted the Council about this previously? Yes  Service request number: Job ref #128-940 Wellington water  Location: Avon St Island bay  Description:  Leaking outside 29 Avon St boundry maybe from Toby on footpath.and running down bank/wall across our driveway.. problem is getting worse and worse.  Other comments:
										2/1/2022 1:52:59 PM	duplicate of WCCSR-285990	duplicate of WCCSR-285990<!-- RICH TEXT -->
										2/1/2022 1:55:40 PM	Note from Council	Re-assigned by WCC
	WCCSR-319194	No Asset Selected	Leaking Pipes 29 AVON STREET, Island Bay	Trickle - Name: ██████████ Address: 2 Erica Pabst Way Suburb: Island Bay City: Wellington Phone: Mobile: ██████████ Email: ██████████@gmail.com What can we help you with? Drainage, sewerage or wastewater If other, give details: Have you contacted the Council about this previously? No Service request number: Location: 29a Avon Street Island Bay Description:	Stormwater	3	CLOSE. CAN	2/1/2022 9:46:22 PM	2/14/2022 9:22:20 AM	2/1/2022 9:46:41 PM	Note from Council	Address: 29 AVON STREET, Island Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.33346499677144,174.77605876942187">https://www.google.com/maps/search/?api=1&amp;query=-41.33346499677144,174.77605876942187</a>

				For over 2 weeks there has been dozens of red cones around this property on the corner of Avon St and Melbourne Road in the vicinity of Erskine. Presumably this in preparation to deal with thousands of gallons of water that has continued to pour into the drive of 29a Avon St from underneath the pathway that runs parallel to the drive - for what seems like months. The owner tells me he has contacted the council countless times. Can something be done this week please?								
										2/14/2022 9:22:08 AM	duplicate of WCCSR-285990 cancelling	duplicate of WCCSR-285990 cancelling<!-- RICH TEXT -->
										2/14/2022 9:25:33 AM	Note from Council	Re-assigned by WCC
	WCCSR-319319	No Asset Selected	Leaking Pipes 29 AVON STREET, Island Bay	Steady flow - For over 2 weeks there has been dozens of red cones around this property on the corner of Avon St and Melbourne Road in the vicinity of Erskine. Presumably this in preparation to deal with thousands of gallons of water that has continued to pour into the drive of 29a Avon St from underneath the pathway that runs parallel to the drive - for what seems like months. The owner tells me he has contacted the council countless times. Can something be done this week please	Potable	2	CLOSE. CAN	2/1/2022 4:48:21 PM	2/4/2022 11:12:42 AM	2/1/2022 4:48:48 PM	Note from Council	Address: 29 AVON STREET, Island Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.33346499677144,174.77605876942187">https://www.google.com/maps/search/?api=1&amp;query=-41.33346499677144,174.77605876942187</a>
										2/4/2022 11:12:38 AM	duplicate of WCCSR-285990	duplicate of WCCSR-285990<!-- RICH TEXT -->
										2/4/2022 11:14:39 AM	Note from Council	Re-assigned by WCC

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
29B Avon Street, Island Bay, Wellington, 6023	WCCSR-285990	WCC_PW012915	Leaking Pipes 29B Avon Street, Island Bay (TRAFFIC)	<p>&lt;div&gt;14/02/2022 CAR R837529 &lt;/div&gt;&lt;div&gt;Steady flow - Leak from the footpath running steadily across caller's driveway. Water is coming up near a couple of tobys so possibly coming from there. Customer happy to be contacted and talk with WW about the leak if needed - ██████████ &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;6/12/21 1345 KT - Plans ordered 1947068 &lt;/div&gt;&lt;div&gt;10/12 AS - Plans attached, Waiting on Chorus&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;16/12 SD - Chorus plans attached&lt;/div&gt;&lt;div&gt;Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).&lt;br /&gt;&lt;/div&gt;&lt;div&gt;&lt;br /&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Potable	3	CLOSE	12/4/2021 1:27:21 PM	2/3/2022 10:23:00 AM	12/4/2021 1:27:44 PM	Note from Council	Address: 29b AVON STREET, Island Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.333293226237096,174.7760893193894">https://www.google.com/maps/search/?api=1&amp;query=-41.333293226237096,174.7760893193894</a>
										12/6/2021 1:43:03 PM	tried calling customer no answer.	tried calling customer no answer left msg.<!-- RICH TEXT -->
										12/6/2021 1:45:58 PM	Plans ordered steady flow changed to P3 from P2	<div>6/12/21 1345 KT - Plans ordered 1947068 </div><div>Plans ordered steady flow changed to P3 from P2 </div><!-- RICH TEXT -->
										12/10/2021 3:32:58 PM	Plans attached, Waiting on Chorus	<div>10/12 AS - Plans attached, Waiting on Chorus</div><div> </div><!-- RICH TEXT -->
										12/16/2021 2:45:34 PM	Chorus plans attached	<div>16/12 SD - Chorus plans attached</div><div> </div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><!-- RICH TEXT -->
										12/23/2021 2:18:29 PM	Customer called	Cust called this morning wanting an update. Advised this is still in progress and to be assigned out, and to call council if this gets worse. He said this isn't getting better but hasn't started gushing out yet <!-- RICH TEXT -->
										1/6/2022 1:57:32 PM	Customer called	Customer called for update, advised that it has been assigned and is waiting for someone to tend to. <!-- RICH TEXT -->
										1/12/2022 3:46:34 PM	Escalation Priority	Arrived onsite found the leak is on the svce before the Toby, leak is seeping onto the callers property, permit to dig for power pole also, reqs 2man, internal traffic needed.
										1/12/2022 3:46:35 PM	Status Change to PAUSE	Escalation priority request please.
										1/14/2022 5:08:34 PM	Escalated as per ██████████	2man<!-- RICH TEXT -->
										1/31/2022 2:16:58 PM	Close approach booked for 8am, Thur. 3/2	<p class="MsoNormal"><b><span lang="EN-US" style="mso-fareast-font-family:&quot;Times New Roman&quot;; mso-ansi-language:EN-US;mso-fareast-language:EN-NZ">From:</span></b><span lang="EN-US" style="mso-fareast-font-family:&quot;Times New Roman&quot;;mso-ansi-language:EN-US;mso-fareast-language:EN-NZ"> hubrequest &lt;hubrequest@wellingtonwater.co.nz&gt;  

<b>Sent:</b> Monday, 31 January 2022 1:34 pm<br />  
<b>To:</b> [REDACTED]  
&lt; [REDACTED]@wellingtonwater.co.nz&gt;; hubrequest  
&lt;hubrequest@wellingtonwater.co.nz&gt;;<br />  
<b>Cc:</b> [REDACTED]  
&lt; [REDACTED]@wellingtonwater.co.nz&gt;;<br />  
<b>Subject:</b> RE: request close  
approach<o:p></o:p></span></p>  
  
<p class="MsoNormal"><o:p> </o:p></p>  
  
<p class="MsoNormal">Hey Dave,<o:p></o:p></p>  
  
<p class="MsoNormal"><o:p> </o:p></p>  
  
<p class="MsoNormal"><b>75453<o:p></o:p></b></p>  
  
<p class="MsoNormal">WO#128940<o:p></o:p></p>  
  
<p class="MsoNormal">29 Avon St, Island Bay<o:p></o:p></p>  
  
<ul style="margin-top:0cm" type="disc">  
<li class="MsoListParagraph" style="margin-left:0cm;mso-list:l0  
level1 lfo1"><span style="mso-fareast-font-family:&quot;Times  
New Roman&quot;">Thursday 3<sup>rd</sup>  
Feb, 8am<o:p></o:p></span></li>  
</ul>  
  
<p class="MsoNormal"><o:p> </o:p></p>  
  
<p class="MsoNormal"><b>75454<o:p></o:p></b></p>  
  
<p class="MsoNormal">WO#119913<o:p></o:p></p>  
  
<p class="MsoNormal">87 Garden Rd,  
Northland<o:p></o:p></p>  
  
<ul style="margin-top:0cm" type="disc">  
<li class="MsoListParagraph" style="margin-left:0cm;mso-list:l0  
level1 lfo1"><span style="mso-fareast-font-family:&quot;Times  
New Roman&quot;">Thursday 3<sup>rd</sup>  
Feb, 9am<o:p></o:p></span></li>  
</ul>  
  
<p class="MsoNormal"><o:p> </o:p></p>  
  
<p class="MsoNormal">Let me know if you want times changed, I  
just asked WE to  
give me some time and this is what I got.<o:p></o:p></p>

												<p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;nikhita&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
										1/31/2022 2:19:47 PM	Noel phoned for an ETA	<p>&lt;div&gt;████ phoned for an ETA as this leak is damaging his driveway and is getting worse. Advised him I'll ask the TL to call him.&lt;/div&gt;&lt;div&gt;Spoke to TL █████ who confirmed the repair is planned for Thur. 3/2, barring emergency work.&lt;/div&gt;&lt;div&gt;Called Noel back and left a VM advising of the above. &lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										2/6/2022 10:39:33 AM	Note from Council	Closed by WCC
										2/14/2022 1:02:48 PM	CAR R837529	CAR R837529 <!-- RICH TEXT -->