

Friday 26 May 2023

OIA IRO-415

Name: [REDACTED]

Email: [REDACTED] [@mbie.govt.nz](mailto:[REDACTED]@mbie.govt.nz)

Kia ora [REDACTED]

Official information request regarding for information on Job SR-157760

Thank you for your official information request dated Tuesday 9 May 2023. In a follow up email to our Resolution Support Administrator regarding damage caused to your property by a leaking fire hydrant outside 58 Molyneux Close, you requested information we hold on this job.

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 in our email to you, copies of Job Sheets for work our crews carried out under SR-157760 and note that the leak was located on council property. There is a reinstatement job, included in the provided Job Sheets (PCCSR.15760) which is pending an outcome of an investigation. Once this is concluded, repairs will be made.

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

Our water, our future.

[REDACTED]

From: Official Information
Sent: Tuesday, May 30, 2023 2:00 PM
To: [REDACTED]
Cc: Official Information
Subject: Follow up to OIA IRO-405
Attachments: Service Request Data – OIA IRO-415 Job Sheet (Page 2) - 30.05.2023.pdf; 58 Molyneux Close_3.jpg; 58 Molyneux Close_1.jpg; 58 Molyneux Close_2.jpg

Kia ora [REDACTED]

Thank you for your email.

The cause of the leak was a joint failure where the pipe comes off the main at 58 Molyneux Close. Please see attached the job sheets as well as pictures of the mark outs.

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]@mbie.govt.nz>
Sent: Friday, May 26, 2023 2:04 PM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: FW: Response to OIA IRO-415

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

Hi [REDACTED]

Thank you for providing that information.

Whilst useful, what I am really after is clear and distinct information regarding the cause of the leak, in lay terms. My insurance company is refusing to pay for any damage caused as the damage does not relate to a one off singular incident. I would like confirmation from Wellington Water that the leak emanated from the fire hydrant outside of 58 Molyneux Close, something that was either damaged, or malfunctioned the last time it was used in July 2022.

Are you able to provide me with that information, or something similar?

Kind Regards,

██████████
TEAM LEADER REGISTRATION AND LICENSING

Occupational Regulation Team | Market Integrity | Te Whakatairanga Service Delivery

██████████@mbie.govt.nz |

MINISTRY OF BUSINESS INNOVATION & EMPLOYMENT / HIKINA WHAKATUTUKI

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

Sent: Friday, 26 May 2023 10:55 am

To: ██████████@mbie.govt.nz>

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

Subject: Response to OIA IRO-415

Kia ora ██████████

Official information request regarding for information on Job SR-157760

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

Nāku noa, nā

██████████

██████████ (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

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From: ██████████@mbie.govt.nz>

Sent: Thursday, May 18, 2023 8:13 AM

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

Subject: RE: Acknowledgement of Receipt - OIA IRO-415 [IN-CONFIDENCE: RELEASE-EXTERNAL]

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

Cheers ██████████ look forward to receiving the information and resolving the matter 😊.

Kind Regards,

██████████

TEAM LEADER REGISTRATION AND LICENSING

MINISTRY OF BUSINESS INNOVATION & EMPLOYMENT / HIKINA WHAKATUTUKI

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

Sent: Wednesday, 17 May 2023 3:41 pm

To: [REDACTED]@mbie.govt.nz>

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

Subject: Acknowledgement of Receipt - OIA IRO-415

Kia ora [REDACTED]

Official information request regarding for information on Job SR-157760

Thank you for your official information request dated Tuesday 9 May 2023. In a follow up email to our Resolution Support Administrator regarding damage caused to your property by a leaking fire hydrant outside 58 Molyneaux Close, you requested information we hold on this job.

We will endeavour to respond to your request as soon as possible and in any event no later than Wednesday 7 June 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.

The response date shown takes into account:

1. King's Birthday (5 June 2023)

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] (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

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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
23 Molyneux Close, Whitby, Porirua, Wellington, 5024	PCCSR.10432	PCC_PW017280	Leaky Connection 23 Molyneux Close, Whitby, Porirua City 5024	<div>CAR R920751 20/02/23</div><div>Kara from WW called to request a job logged for leaking toby - crew are onsite</div><!-- RICH TEXT -->	Potable	2	JOBCO MP	12/8/2022 10:45:29 AM	2/10/2023 10:31:20 AM	12/8/2022 10:56:38 AM	Assigned to █████ as per █████	Assigned to █████ as per █████ <!-- RICH TEXT -->
										1/10/2023 7:45:45 AM	Need traffic and utility plans	Job on delay
										1/10/2023 7:54:08 AM	Need traffic and utility plans	
										2/8/2023 10:15:34 AM	Customer called in	Customer called in - advised with crew and waiting for assets to be available before it can be repaired<!-- RICH TEXT -->
										2/20/2023 12:28:09 PM	CAR R920751 20/02/23	
	PCCSR.10432R	PCC_PW017280	Reinstatement: Leaky Connection 23 Molyneux Close, Whitby, Porirua City 5024	<div>CAR R920751 20/02/23 </div><div>Reinstatement Type Required: Concrete (Driveway)</div><div>Area/Size: 1m2</div><div>Requirements: Driveway also paved</div><!-- RICH TEXT -->	Potable	4	RCVD	2/10/2023 10:32:06 AM				
	PCCSR.15760	PCC_SWP011279	Leaking Pipes 23 Molyneux Close, Whitby	23 Molyneux Close - Storm-water is leaking at the back of the property - problem arose after Toby was repaired. <div>██████ - ████████ </div><div> ████████ </div><div>attended today and cameraed</div><div> </div><div>PCCSR.18995 once this job is done can we check this job please Created as per █████ - so once it has been repaired, we can check to make sure the water has stopped leaking at the address </div><!-- RICH TEXT -->	Stormwater	3	INPRG. HD.PAUSE	2/24/2023 3:52:07 PM		2/24/2023 3:52:37 PM	Note from Council	Datascape CRM Interaction: Type: 10 - Subject: Rates penalty transaction has been reversed - Description:
										2/24/2023 3:54:46 PM	Note from Council	Datascape CRM Interaction: Type: 10 - Subject: Email from █████ customer service to call █████ called and left a message saying returning his message form the 1.12.22 looks like he has spoken to someone since but please call me if he needs to gave him my direct dial - Description:
										2/24/2023 3:54:52 PM	Note from Council	Datascape CRM Interaction: Type: 10 - Subject: Update - Description: <p>██████ called wanting to discuss rates account - he said that he recently changed his address and didnt receive his invoice. Advised customer address change was done before invoice was generated. Cust purchased property 2021, advised we hadnt seen any payment made at all in 2022 and no communication made till █████ called him.

												Advised once off penalty reversal ONLY if amount of ██████ is seen on the account. He will make payment now and contact us on Monday to reverse penalty of ██████, other penalty is liable for. Cust understands and agrees. Also updated for Invoice to be sent to his email address: ██████@gmail.com</p>
										2/24/2023 3:59:58 PM	Assigned to TL ██████	Assigned to TL ██████ - email sent<!-- RICH TEXT -->
										2/24/2023 4:00:43 PM	Note from Council	Datascape CRM Interaction: Type: 10 - Subject: Customer called and advised new postal address 6 Moonsail Drive Whitby Porirua 5024 updated account - Description:
										2/24/2023 4:03:41 PM	Note from Council	Datascape CRM Interaction: Type: 10 - Subject: Penalty letter returned to us no longer at this address called and left message advising we have had mail returned and to provide us with a new postal address. - Description:
										2/27/2023 9:03:46 AM	Reassign job to cctv crew for further investigation.	
										3/14/2023 7:45:16 AM	CCTV Inspection	Arrived on site for CCTV Inspection of the stormwater main in occurrence of the bog on the boundary as seen in attachments.
										3/14/2023 7:46:35 AM	Team lead to review footage	
										3/16/2023 1:36:33 PM	CCTV	Filmed Stormwater main from manhole in front of the house
										3/16/2023 1:38:18 PM	Team lead to review footage	
										3/16/2023 3:20:11 PM	CCTV Notes	16/03/23 CCTV drain section PCCSW006425 to SW006423.TV;3201:53.Drain is OK.<!-- RICH TEXT -->
										3/16/2023 3:59:39 PM	██████████ phoned for CCTV results	<div>██████████ phoned for CCTV results. Spoke to TL ██████ who advised the footage is being sent to TA ██████ who will be the one to decide and speak with the customer and that the customer should phone back in a couple of days to speak to ██████/div><div>Advised ██████ that CCTV results are being forwarded to the TA who is the person to decide on what's needed and communicate with him. Advised that I'll email the TA to contact him once he's reviewed that footage. </div><div>Emailed TA ██████ as above. </div><!-- RICH TEXT -->
										3/20/2023 8:26:11 AM		
										4/3/2023 8:46:15 AM	Update	Main is good. No faults identified. <!-- RICH TEXT -->

										4/13/2023 9:19:35 AM	Update	Sample results show water is potable. Give to waterloss team to locate.<!-- RICH TEXT -->
										4/13/2023 2:14:50 PM	RWL Team Notes	<p class="MsoNormal">Leak has been located & marked in the Footpath/driveway on the service to rider main connection on the service to # 58 Molyneux Cl. Will need plans Etc. attached. Two man crew job <o:p></o:p></p><!-- RICH TEXT -->
										4/14/2023 9:18:00 AM	14/04 KS Plans ordered 2192794	14/04 KS Plans ordered 2192794<!-- RICH TEXT -->
										4/14/2023 2:47:38 PM	PCCSR.18995 once this job is done can we check this job	PCCSR.18995 once this job is done can we check this job please Created as per [REDACTED] - so once it has been repaired, we can check to make sure the water has stopped leaking at the address <!-- RICH TEXT -->

mso-fareast-font-family:Symbol;mso-bidi-font-family:Symbol">
<!--[endif]-->Service Repair (Service Connection/Toby/meter)<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt"><o:p> </o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText">This will affect the following:<o:p></o:p></p>

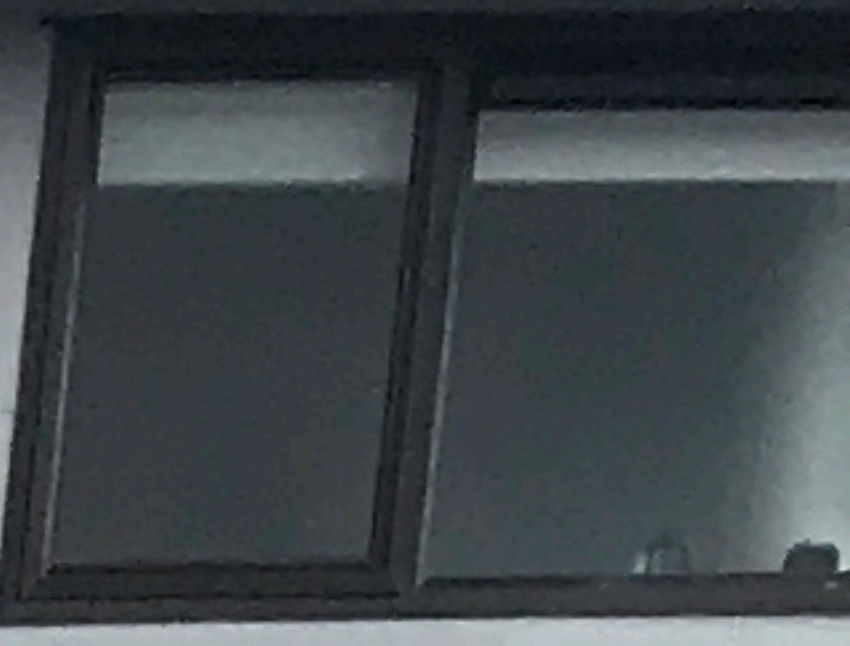
<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]-->
<!--[endif]-->42-58 Molyneux Close.<o:p></o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]-->
<!--[endif]-->Affecting approximately 12 residential properties<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]-->
<!--[endif]-->Affecting

												approximately 0 commercial properties<o:p></o:p></p><!-- - RICH TEXT -->
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