

Wednesday 15 November 2023

OIA IRO-509

Name: [REDACTED]

Email: [REDACTED]@gibsonsheat.com

Kia ora [REDACTED]

Official information request regarding call out to sewage overflow 10 Todman Street.

Thank you for your official information request dated Wednesday 11 October 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.

Please find enclosed Service Request Data detailing jobs logged and works undertaken by our crews. Please note that the pipes are public mains. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some information within the Service Request Data has been redacted as it is personal about private individuals.

Incident reports are reserved for significant events such as major bursts or incidents affecting multiple people and locations. The sewage overflow experienced, whilst unfortunate, did not meet the major incident threshold and an incident therefore we decline this part of your request in accordance with [Section 17\(e\)](#) of the Act as no Incident report was commissioned.

We also decline your request for future action in accordance with [Section 17\(e\)](#) of the Act as the immediate issue was rectified and we cannot determine whether or not this would happen again.

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]

Head of Customer Experience

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Our water, our future.

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
10 Todman Street, Brooklyn, Wellington, 6021	WCCSR-191445	WCC_WWP007195	Leaking Pipes 10 TODMAN STREET, Brooklyn	Gushing - Caller () is a tenant at this address and advised on Saturday there was raw sewage coming out from the main pipe behind their house. They rang their landlord and got that fixed and cleared up, but it started up again last night, with the toilet acting up and then gunk spilling onto the driveway. Please investigate.	Wastewater	1	CLOSE	7/2/2021 10:00:21 AM	7/2/2021 1:02:33 PM	7/2/2021 10:01:28 AM	Note from Council	Address: 10 TODMAN STREET, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3054769809397,174.76279600232687
										7/2/2021 10:17:24 AM	Assigned to	Assigned to <!-- RICH TEXT -->
										7/2/2021 10:17:45 AM	Spoke to caller	Spoke to the caller to advise we'll attend.<!-- RICH TEXT -->
										7/2/2021 5:26:43 PM	P1 blockage	Arrived onsite with sane found gully trap blocked,so we tried looking for the manhole Behind 14 Charlotte ave had no luck so we dye tested from there gully trap and dye Came out from manhole in drive way of 6 todman st. Then notified the customer the main was clear and plumber needs to come back.
										7/5/2021 1:37:22 PM	Note from Council	Closed by WCC
	WCCSR-192396	WCC_WWP007195	Leaking Pipes 10 TODMAN STREET, Brooklyn	<div>Steady flow - Wastewater leak onto footpath. Please attend.</div><div>Gushing - Caller advised that last week he called about the raw sewerage gushing onto his property. Someone came and looked on Friday and said it has nothing to do with WCC or WW pipes because of where the fault is. Caller has advised it is still gushing out all over the place which suggests it is coming from the mains pipe at the back of the property and back flowing into his pipes as it is a constant flow and as caller stated if it was just his house it would go away after a few seconds. Please can you attend and access and advise the customer on what the situation is so he doesn't have raw sewerage flowing on his property. Thank you. </div><!-- RICH TEXT -->	Wastewater	2	CLOSE	7/4/2021 9:31:24 AM	7/5/2021 3:40:30 PM	7/4/2021 9:32:21 AM	Note from Council	Called through to drainage crew for attendance.
										7/4/2021 9:32:21 AM	Note from Council	Address: 10 TODMAN STREET, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3054769809397,174.76279600232687
										7/5/2021 8:09:31 AM	Note from Council	Photo of WW overflow Principal Advisor Wellington City Council M E @wcc.govt.nz

										7/5/2021 8:14:07 AM	this was escalated to a P1 on WCCSR-192398	this was escalated to a P1 on WCCSR-192398<!-- RICH TEXT -->
										7/5/2021 1:28:17 PM	Blocked sewer,	Arrived on site,Taken photos of the sewer overflow,Rodded from the empty manhole 15mtrs upstream to the blockage a continuous rodding pulled out roots, Cleared the blockage Clean up, Diso, All Clear.
										7/8/2021 4:43:26 PM	Note from Council	Closed by WCC
	WCCSR-192398	No Asset Selected	Leaking Pipes 10 TODMAN STREET, Brooklyn	Gushing - Caller advised that last week he called about the raw sewerage gushing onto his property. Someone came and looked on Friday and said it has nothing to do with WCC or WW pipes because of where the fault is. Caller has advised it is still gushing out all over the place which suggests it is coming from the mains pipe at the back of the property and back flowing into his pipes as it is a constant flow and as caller stated if it was just his house it would go away after a few seconds. Please can you attend and access and advise the customer on what the situation is so he doesn't have raw sewerage flowing on his property. Thank you.	Wastewater	1	CLOSE. CAN	7/4/2021 9:35:21 AM	7/5/2021 8:15:25 AM	7/4/2021 9:36:22 AM	Note from Council	Address: 10 TODMAN STREET, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3054769809397,174.76279600232687
										7/5/2021 8:15:07 AM	this is a duplication of WCCSR-192396	this is a duplication of WCCSR-192396, this will be cancelled and related.<!-- RICH TEXT -->
										7/5/2021 8:19:43 AM	Note from Council	Re-assigned by WCC
	WCCSR-410078	WCC_SW011299	Fault 10 Todman Street, Brooklyn	Stormwater drain is backflowing onto my property as there is a blockage. The blockage is on the street side of my property. I understand my neighbours at Nos. 10 & 14 Todman St may have experienced same problem. Can this be attended to asap as the footpath is going to be dug up soon by contractors currently doing roadworks etc. on Todman St.	Stormwater	3	CLOSE	7/1/2022 5:20:22 PM	9/13/2022 10:33:52 AM	7/1/2022 5:20:35 PM	Note from Council	Address: 10 TODMAN STREET, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3054769809397,174.76279600232687
										7/4/2022 9:29:06 AM	Assigned to ██████	Assigned to ██████.<!-- RICH TEXT -->
										9/13/2022 10:33:24 AM	Investigation	Arrived onsite. Could not locate any issue. We attempted to knock on the door and no one answered. There was also no number on the job to call. We could only see the down pipe for their stormwater going on to the footpath which could be the issue. But overall no issue noted, job done.
										9/13/2022 11:12:44 AM	Note from Council	This ticket has not been resolved. We are awaiting the contractors starting work on the footpath area at lower Todman Street.
	WCCSR-825232	WCC_WWP0071 95	Fault 10 TODMAN STREET, Brooklyn	Says that sewage is overflowing from the neighbour's bathroom pipe, on to his property. He says that his neighbour has left for work, so he can be contacted if need be.	Wastewater	1	JOB CO MP	10/6/2023 8:02:22 AM	10/6/2023 9:04:48 PM	10/6/2023 8:02:35 AM	Note from Council	SR-825232 Sewage overflow, 10 Todman Street, Brooklyn, called through to WW.

										10/6/2023 8:02:35 AM	Note from Council	Address: 10 TODMAN STREET, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30547698094759,174.76279600181192
										10/6/2023 8:05:26 AM	Called customer	customer advised blockage at main, neighbours gully trap is overflowing <!-- RICH TEXT -->
										10/6/2023 8:06:28 AM	Assigned █████ as per █████ he will assign out	Assigned █████ as per █████ he will assign out<!-- RICH TEXT -->
										10/6/2023 9:02:41 PM	Blocked sewer main	Arrived on site we found the wastewater lateral was overflowing we then checked the wastewater main and found that it had no flow we then proceeded to rod the main we rodded 12 meters upstream and managed to clear the blockage which was tree roots and cleared the main we then rodded 15 meters to ensure there was no more tree roots and there wasn't anything main all clear tidy up and disinfected effected area all clean
										10/9/2023 9:40:38 PM	Note from Council	Closed by WCC