

Friday 10 November 2023

OIA IRO-511

Name: [REDACTED]

Email: [REDACTED]@snipersystems.co.nz

Kia ora [REDACTED],

Official information request for works being undertaken around 21 September 2023.

Thank you for your official information request dated Thursday 12 October 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. Unfortunately, we cannot meet the timeframe and must therefore extend the time to make our decision to Friday 17 November 2023.

When reviewing the draft response, management indicated that it was not fulsome. Consultations are being had with subject experts to investigate whether we can provide additional information for your request. We apologise for this.

We are extending the time to make our decision in accordance with [Section 14\(1\)\(b\)](#) of the Act.

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]

[REDACTED]

Governance Coordinator

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.

Wednesday 15 November 2023

OIA IRO-511

Name: [REDACTED]

Email: [REDACTED]@snipersystems.co.nz

Kia ora [REDACTED]

Official information request for works being undertaken around 21 September 2023.

Thank you for your official information request dated Thursday 12 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.

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

Head of Customer Experience

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 @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

From: [hubrequest](#)
To: [Contact Centre Day Team](#); [Contact Centre Leaders](#); [MediaWCC](#); [REDACTED]@wcc.govt.nz; [BUS: Contact Centre Guide](#); [REDACTED]@wcc.govt.nz; [REDACTED]@wcc.govt.nz; [REDACTED]@wcc.govt.nz
Cc: [REDACTED]; [GRP: Contact Centre Afterhours Team](#); [centralfirecommunications@fireandemergency.nz](#); [Reception Team](#); [REDACTED]; [HUB](#)
Subject: WATER OFF NOTIFICATION - Unscheduled
Date: Thursday, September 21, 2023 11:20:59 AM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Kia Ora Koutou,

Water will be shut off at 26 Satara Crescent Khandallah. Reference WCCSR-734438 for 2 hours from 10:50am – 12:50pm

Reason for shutdown:

- Service Repair (Service Connection/Toby/meter)
- Pipe/Hydrant/Valve failure

This will affect the following:

- 5 – 30 Satara Crescent (BothSides)
- All of Ramphal Tce
- All of Gavaskar Place

- Affecting approximately 60 residential properties
- Affecting approximately 000 commercial properties

This has been logged on our website <https://www.wellingtonwater.co.nz/network-status/> and text and email notifications sent to all registered users.

Nga mihi

[REDACTED]
Senior Contact Co-ordinator



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.

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
15 Ramphal Terrace, Khandallah, Wellington, 6035	WCCSR-827304	No Asset Selected	Fault 15 Ramphal Terrace, Khandallah, Wellington 6035	<div>Water leaking from footpath at front of property</div><div> </div><div>13/10 LS - Plans ordered 2291143 </div><!-- RICH TEXT -->	Potable	3	RCVD	10/10/2023 1:28:24 PM		10/13/2023 1:26:58 PM	Plans ordered 2291143	Plans ordered 2291143 <!-- RICH TEXT -->
21 Satara Crescent, Khandallah, Wellington, 6035	WCCSR-807336	No Asset Selected	Fault 21 SATARA CRESCENT, Khandallah	<div>Customer advised water leaking up the ground, where the lawn meets the footpath. Advised it has been leaking for about 3-4 days, noticed it popped up just after a separate leak on their street was fixed. Please attend.</div><div> </div><div>26/09 LC ordered plans 2281185 </div><div> </div><div>28/09 LS - Plans Attahced </div><div> </div><p>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p><div>Caution: There is Core Network in the area provided on the plan(s). </div><!-- RICH TEXT -->	Potable	3	INPRG. HD.PAUSE	9/26/2023 11:20:21 AM		9/26/2023 11:20:31 AM	Note from Council	Address: 21 SATARA CRESCENT, Khandallah Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.24334744963314,174.7783274356941
										9/26/2023 11:37:02 AM	ordered plans 2281185	ordered plans 2281185 <!-- RICH TEXT -->
										9/28/2023 8:52:26 AM	Plans Attahced	Plans Attahced <!-- RICH TEXT -->
										10/9/2023 2:14:47 PM	Leaking ball valve	There's a leak on the ball valve and the can't shut it off
										10/9/2023 2:18:20 PM	Ballvalve needs to be replaced traffic required	
										10/12/2023 3:30:07 PM	Email received 09/10	<div>Email received 09/10:</div><div> </div><p class="MsoPlainText">From: ██████████ ██████████@hotmail.com></p><p class="MsoPlainText">Sent: Monday, 9 October 2023 4:02 pm</p><p class="MsoPlainText">To: Info Mailbox Info@wellingtonwater.co.nz></p>

<p class="MsoPlainText">Subject: 21 Satara Crescent, Khandallah, Wellington.</p>
 <p class="MsoPlainText"></p>
 <p class="MsoPlainText">Caution: This is an external email. Please take care when clicking links or opening attachments.</p>
 <p class="MsoPlainText"></p>
 <p class="MsoPlainText"></p>
 <p class="MsoPlainText">Can you please advise the present situation regarding fixing a water leak outside our property at the above address ?</p>
 <p class="MsoPlainText"></p>
 <p class="MsoPlainText">Looking forward to your response.</p>
 <p class="MsoPlainText"></p>
 <p class="MsoPlainText"></p>
 <p class="MsoPlainText"></p>
 <div>Email response to customer 12/10</div>
 <p class="MsoPlainText">Kia ora ,</p>
 <p class="MsoPlainText">Thank you for your email.</p>
 <p class="MsoPlainText">We have this leak logged for 21 SATARA CRESCENT, Khandallah under the reference WCCSR-807336. This is being treated as a medium priority. Please view our prioritisation model on our website to further understand how we prioritise jobs: https://www.wellingtonwater.co.nz/resources/topic/water-conservation/leaks/.</p>

10/12/2023 3:32:09 PM
 Email response to customer 12/10

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
26 Satara Crescent, Khandallah, Wellington, 6035	WCCSR-734438	WCC_PWP065865	Fault 26 Satara Crescent Khandallah (TRAFFIC)	<div>Water leaking outside this address cracks on the road multiple areas where the leak is coming from please assess</div><div> </div><div>8/9/23 KT Plans ordered 2271645 - assign to 2man when plans attached</div><div> </div><div>11/9/23 KT - 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	JOB CO MP	7/4/2023 2:46:28 PM	9/21/2023 12:35:35 PM	7/4/2023 2:46:38 PM	Note from Council	Address: 26 SATARA CRESCENT, Khandallah Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2430605683511,174.77819720089596
										7/4/2023 2:48:31 PM	Note from Council	customer [REDACTED] called through, no email on contact, [REDACTED]
										7/6/2023 1:25:02 PM	Assigned to crew to rover	Assigned to crew to rover<!-- RICH TEXT -->
										8/13/2023 9:52:32 AM	Note from Council	Customer of 766197 Called concerned that it is leaking out of 3 places, no issues with water pressure yet, said to call if there are any changes and suggested to call WW monday
										9/5/2023 12:40:10 PM	Service leak	Recheck and mark when vehicle move to mark sevice leak on rd traffic req possible 4way stop go
										9/5/2023 12:44:55 PM	To be marked when car moves and plans req	
										9/8/2023 9:34:56 AM	email sent to RWL req T/L [REDACTED]	email sent to RWL req T/L [REDACTED]<!-- RICH TEXT -->
										9/8/2023 2:49:41 PM	RWL Team Notes	
										9/8/2023 2:52:46 PM	RWL Team Notes	Located and marked the leak on the service to # 26 Satara Cres, Service to9 mains leak 18Lpm. Two man crew with traffic<!-- RICH TEXT -->
										9/8/2023 3:15:30 PM	email notes from RWL	<p><p class="MsoNormal">The RWL team have located & marked the leak. Service to mains leak.</p></p> <p><p class="MsoNormal">Please add Plans to the job for a two man crew with traffic</p></p> <p><p class="MsoNormal"></p></p> <p><p class="MsoNormal"><span style="font-</p>

												family:"Arial";sans-serif;color:black">Located and marked the leak on the service to # 26 Satara Cres, Service to9 mains leak 18Lpm. Two man crew with traffic, Will need to be able to set up the site for intersections<o:p></o:p></p><!-- RICH TEXT -->
										9/8/2023 3:18:37 PM	Plans ordered	8/9/23 KT Plans ordered 2271645<!-- RICH TEXT -->
										9/11/2023 3:58:40 PM	All plans attached	<div>11/9/23 KT - 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 -->
										9/18/2023 10:13:59 AM	Customer called	Customer called - advised leak is worse now. More water is coming out. Leak is just pouring out and making a loud noise. Leak was measrued at 18LPM back on 08/09 when RWLT went to locate leak. Advised will follow up with Dispatch Team <!-- RICH TEXT -->
										9/18/2023 10:17:33 AM	Urgent rover request sent to Disptach Team	Urgent rover request sent to Disptach Team<!-- RICH TEXT -->
										9/18/2023 11:23:58 AM	phoned █████ to rover	phoned █████ to rover<!-- RICH TEXT -->
										9/18/2023 12:49:22 PM	Leak	Leak still coming out of edge of road/curb and channel. Doesn't appear to be causing any damage to property, reasonable sound on manifold and on water loss mark. On hold for 4 way stop/go to repair leak. Plans attached, will require 2 man traffic crew to repair
										9/18/2023 12:53:34 PM	4 way stop/go required	
										9/21/2023 1:22:50 PM	Leak repaired	Leak was a hole in copper service replaced part of it down to main. Have organised with reinstatement crew to come and asphalt road.
										9/24/2023 3:12:34 PM	Note from Council	Closed by WCC