

Monday 22 April 2024

OIA IRO-609

[REDACTED]

Tēnā koe [REDACTED]

**Official information request regarding information about the 140 Cuba Street Sinkhole (our ref: OIA IRO-609).**

Thank you for your official information request dated 20 February 2024 requesting the following information under the Local Government Official Information and Meetings Act 1987 (the Act).

- *All internal and external communication regarding the job*
- *All reports and documentation by crews on the leak and subsequent repairs.*
- *The number of site visits and repairs involving the job.*
- *Information held about the cause of the leak / sinkhole.*
- *The total cost to repair the leak / sinkhole.*

We have considered your request in accordance with the Act and decided to grant it in part.

We have identified one document and three images in scope. Please find these enclosed in our email to you.

You will note that some information within the provided information has been withheld under the following sections of the Act:

[7 \(2\)\(a\)](#) [to protect the privacy of natural persons](#)

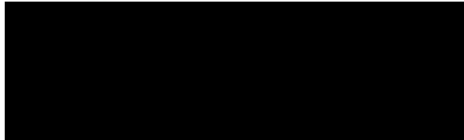
Other than the Service Request data we have enclosed, no other communications are held. We are also unable to provide the cost of the repairs and therefore we have decline these parts of your request on the grounds of [Section 17\(e\)](#) of the Act. Please see our reasoning as to why costing information cannot be provided.

Note that we only hold data for all reactive maintenance expenditure for the drinking water supply network, and not specifically for leak repairs. However, within the total expenditure for reactive maintenance of the drinking water supply network, leaks and incidents account for the bulk of the spend.

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.

If you wish to discuss this decision with us, please feel free to email us at [official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)

Nāku noa, nā,



**Group Manager**  
**Customer Operations Group**

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.**

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
140 Cuba Street, Te Aro, Wellington, 6011	WCCSR-895187	No Asset Selected	Fault 140 Cuba Street, Te Aro, Wellington 6011, New Zealand	Leak coming out of crack in pavement.	Potable	3	CLOSE. DUP	1/28/2024 5:40:24 PM	2/7/2024 3:19:31 PM	1/28/2024 5:40:35 PM	Note from Council	Address: 140 Cuba Street, Te Aro, Wellington 6011, New Zealand Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.293553999999325,174.77542069999708">https://www.google.com/maps/search/?api=1&amp;query=-41.293553999999325,174.77542069999708</a>
										2/7/2024 3:22:31 PM	Note from Council	Re-assigned by WCC
										2/8/2024 8:39:32 AM	Note from Council	WCC request re-instatement
	WCCSR-907845	WCC_PW021211	Fault 140 CUBA STREET, Te Aro	<div>RELATED TO CAR R1001826 </div><div>Please fix the hole at 140 asap it is health and safety concern due to busy walking street.</div><!-- RICH TEXT -->	Potable	3	PRECLAIM	2/18/2024 6:13:22 PM	2/20/2024 11:16:45 AM	2/18/2024 6:13:30 PM	Note from Council	Address: 140 CUBA STREET, Te Aro Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.29355403027881,174.77542083315194">https://www.google.com/maps/search/?api=1&amp;query=-41.29355403027881,174.77542083315194</a>
										2/21/2024 9:55:24 AM	RELATED TO CAR R1001826	RELATED TO CAR R1001826<!-- RICH TEXT -->
										2/23/2024 11:41:30 AM	Note from Council	Closed by WCC
	WCCSR-907845R	WCC_PW021211	Reinstatement: Fault 140 CUBA STREET, Te Aro	<div>Related to CAR R1001826</div><div>Reinstatement Type Required: <font size="2"><b>Asphalt (Footpath)</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. DUP	2/20/2024 11:21:51 AM	2/27/2024 2:03:33 PM	2/27/2024 2:03:31 PM	Reinstatement to be completed under WCCSR-890504R	Reinstatement to be completed under WCCSR-890504R<!-- RICH TEXT -->
138 Cuba Street, Te Aro, Wellington, 6011	WCCSR-890504	WCC_PWP041949	Leaky Conn 138 Cuba Street, Te Aro	<div>CAR R1001826 </div><div>Leak through the pavement. 2L a minute</div><div> </div><div>30.01 </div><div> Ordered plans 2341366 </div><div> </div><div>7/02- all plans attached </div><div> </div><p><b><span style="font-size:9.0pt;color:red">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </span></b></p><div><b><span style="font-size:9.0pt;font-family:&quot;Calibri&quot;,sans-serif;mso-fareast-font-family:Calibri;mso-fareast-theme-font:minor-latin;color:red;mso-ansi-language:EN-NZ;	Potable	3	JOBCOMP	1/19/2024 8:14:25 PM	2/12/2024 12:40:41 AM	1/19/2024 8:14:35 PM	Note from Council	Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora <div> Thank you for reporting this water and drainage issue to us.  The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.  If you need more information including when this fault will be repaired please call Wellington Water on 04 912 4470 (Monday to Friday 7am – 5pm) or email customer@wellingtonwater.co.nz

				mso-fareast-language:EN-NZ;mso-bidi-language:AR-SA">Caution: There is Core Network in the area provided on the plan(s).</span></b> </div><!-- RICH TEXT -->								Ng? mihi Customer Services Wellington City Council
									1/19/2024 8:14:35 PM	Note from Council		Address: 138 CUBA STREET, Te Aro Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.293481898009105,174.7754636194746">https://www.google.com/maps/search/?api=1&amp;query=-41.293481898009105,174.7754636194746</a>
									1/30/2024 3:48:36 PM	Ordered plans 2341366		Ordered plans 2341366 <!-- RICH TEXT -->
									2/7/2024 10:56:06 AM	all plans attached		<p><b><span style="font-size: 9pt; color: red;">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</span></b></p></div><b><span style="font-size: 9pt; font-family: Calibri, sans-serif; color: red;">Caution: There is Core Network in the area provided on the plan(s).</span></b> </div><!-- RICH TEXT -->
									2/9/2024 9:15:50 AM	Customer called		Customer called for an update - Relayed the RWL process - Customer is wanting this urgent as it is affecting his business - Tried asking Deep Dive questions but customer was very upset and angry and ended the call <!-- RICH TEXT -->
									2/12/2024 9:26:05 AM	Address updated, noise control submitted for repair on 09/02		
									2/12/2024 9:52:03 AM	CAR R1001826		
									2/15/2024 1:41:44 AM	Note from Council		Closed by WCC
	WCCSR-890504R	WCC_PWP04194 9	Reinstatement: Leaky Conn 138 Cuba Street, Te Aro	<div>CAR R1001826 </div><div>Reinstatement Type Required: <font size="2"><b>Asphalt (Footpath)</b></font></div><div>Area/Size: <font size="2"><b>1m2</b></font></div><div>Requirements: <font size="2"><b>Saw cut to square, pedestrian diversion, possibly night works</b></font></div><!-- RICH TEXT -->	Potable	4	PRECLAIM	2/12/2024 12:46:56 AM	3/11/2024 12:16:49 PM	2/27/2024 7:49:27 AM	This WO was impacted by the 15/02/2024 CANCEL.DUP Data event	This WO was impacted by the 15/02/2024 CANCEL.DUP Data event
136 Cuba Street, Te Aro, Wellington, 6011	WCCSR-897305	No Asset Selected	Fault 136 CUBA STREET, Te Aro	Water toby leaking Steady flow over pavement	Potable	3	CLOSE. DUP	1/31/2024 7:17:21 PM	2/7/2024 3:19:07 PM	1/31/2024 7:17:33 PM	Note from Council	Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora [REDACTED] Thank you for reporting this water and drainage issue to us.  The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.



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										1/31/2024 7:17:33 PM	Note from Council	<p>Address: 136 CUBA STREET, Te Aro Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.293458213602804,174.77547356768935">https://www.google.com/maps/search/?api=1&amp;query=-41.293458213602804,174.77547356768935</a></p>
										2/7/2024 3:22:42 PM	Note from Council	Re-assigned by WCC
	WCCSR-902106	No Asset Selected	Fault 136 Cuba Street, Te Aro, Wellington 6011, New Zealand	Water bubbling up from the ground	Potable	3	CLOSE. DUP	2/8/2024 10:33:27 PM	2/9/2024 12:15:35 PM	2/9/2024 12:15:31 PM	duplicate of WCCSR-890504	duplicate of WCCSR-890504<!-- RICH TEXT -->
										2/9/2024 12:19:31 PM	Note from Council	Re-assigned by WCC
134 Cuba Street, Te Aro, Wellington, 6011	WCCSR-900100	No Asset Selected	Fault 134 Cuba Street, Te Aro, Wellington 6011	Leaking water main	Potable	3	CLOSE. DUP	2/5/2024 7:24:21 PM	2/7/2024 3:18:37 PM	2/7/2024 3:22:44 PM	Note from Council	Re-assigned by WCC
130 Cuba Street, Te Aro, Wellington, 6011	WCCSR-900543	No Asset Selected	Fault 130 CUBA STREET, Te Aro	Water leak on foot path Toby. Please attend.	Potable	3	CLOSE. DUP	2/6/2024 11:04:23 AM	2/7/2024 3:17:54 PM	2/6/2024 11:04:34 AM	Note from Council	<p>Address: 130 CUBA STREET, Te Aro Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.29314152989136,174.77564215098909">https://www.google.com/maps/search/?api=1&amp;query=-41.29314152989136,174.77564215098909</a></p>
										2/7/2024 3:22:36 PM	Note from Council	Re-assigned by WCC







February 22nd  
Kalliohalli  
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doors at 8

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FEB 31...





February 22nd  
Kalliohalli  
€25 uunage, €15 ununage  
doors at 8

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FEB 22 PALLILLA

