

Friday 4 August 2023

OIA IR <u>O-454</u>	
Name:	
Email:	<u>@gmail.com</u>
Kia ora korua	

Official information request regarding work undertaken repair mains over the past several years.

Thank you for your official information request dated Sunday 23 June 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 of the information has been redacted as it is personal about private individuals.

On 4 July 2023 a Wellington Water Limited staff member spoke with you, confirming that there were no water leaks that might be causing the periodic water seepage issues you have been experiencing at your property.

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,

Acting Group Manager, Customer Operations Group

For the latest news and updates, follow us on our social channels:

(f) /wellingtonwater

() @wgtnwaternz & @wgtnwateroutage

@wellington_water

Our water, our future.

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 service



Service Request Data – OIA IRO-454 Job Sheet

	Council							Reported	Completion/Closed			
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	1. Utility consistent and the second consistency of the second s second second sec	Entry Date	Work Log Summary	Work Log Detail
41 Beacon Hill Road, Wellington, 6022, Wellington	WO-277477	No Asset Selected	Private Leak 41 Beacon Hill Road, Strathmore Park	<div>Toby leak</div> <div></div> <div>18/01 AS - Plans ordered 2148372 </div> <div>18/01 AS - Plans attached</div> <div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div> <div></div> RICH TEXT	Potable	3	CLOSE	1/18/2023 10:04:55 AM	3/20/2023 10:09:44 AM	1/18/2023 10:26:32 AM	Created	Created as per TL
										1/18/2023 10:26:38 AM	Plans ordered	Plans ordered 2148372 RICH TEXT
										1/18/2023 11:50:58 AM		
										1/18/2023 11:51:08 AM	Plans attached	<pre><div> Plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div> </div><!-- RICH TEXT--></pre>
										1/18/2023 11:51:20 AM	Assigned	Assigned to as per TL RICH TEXT</td
										1/31/2023 8:34:27 AM	Leak	Private leak opus in berm bank have located Toby down by road marked blue paint stops leak pass job on to brad as it is council homes
										1/31/2023 8:35:14 AM	Priave	
										3/10/2023 10:08:07 AM	Reassigned for private leak	<pre><span style="color: rgb(128, 128,
128);">Reassigned to TA for Private Leak as per style="color: rgb(128, 128, for Private Leak as</pre>
										3/20/2023 10:09:01 AM		
										3/20/2023 10:09:30 AM	checked tobys in the area, no leaks found	checked tobys in the area, no leaks found. must have been repaired already RICH TEXT
37 Beacon Hill Road, Strathmore Park, Wellington, 6022	WCCSR-498375	No Asset Selected	Leaking Pipes 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL	Trickle - Type: roads There is water leak, perhaps grey water coming from flats 37-43 Beacon hill road and running down the street. It's been ongoing for several weeks. Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: -41.32529597220625, Longitude: 174.82769988477233 Incident Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL	Potable	3	CLOSE. DUP	11/24/2022 8:26:25 PM	12/6/2022 10:47:46 AM	11/24/2022 8:26:36 PM	Note from Council	Kia ora Thank you for your email. We have raised a service request with Wellington Water as they are best suited to respond. Ng? mihi, Customer Service Rep Customer Contact Centre P 04 499 4444 F 04 801 3138 W Wellington.govt.nz PO Box 2199 Wellington 6140 ! Initial customer request! Description Type: roads There is water leak, perhaps grey water coming from flats 37-43 Beacon hill road and running down the street. It's been ongoing for several weeks. Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: - 41.32529597220625, Longitude: 174.82769988477233 Incident Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL



											Phone: Ticket attachments : 1. C45FC729-6ECA-41C8-A5D7- 645503B6F3BA.jpeg Item Name:Water and drainageCategory:External Customer ServicesService:Report a leakWhich water type is this regarding?:Drinking water or tap waterHow much water is leaking?:TrickleDescription:Type: roads There is water leak, perhaps grey water coming from flats 37-43 Beacon hill road and running down the street. It's been ongoing for several weeks. Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: - 41.32529597220625, Longitude: 174.82769988477233 Incident Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Phone: Incident address:naLocation:na
									12/1/2022 9:44:11 AM	Note from Council	Hi Just wondering if any progress has been made with this issue? The water is still leaking down the road. Kind regards
									12/6/2022 10:50:39 AM	Note from Council	Re-assigned by WCC
WCCSR-516825	No Asset Selected	Leaking Pipes 37 BEACON HILL ROAD, Strathmore Park	Trickle - Water leak onto the street from the flats at number 37 Beacon Hill Road, just up the street from the path entrance. The wastewater appears to be cloudy with an oily sheen. It has been growing over the past few weeks and travels across the entrance of the footpath where the resident's access the properties.	Potable	3 CL DI	OSE. UP	12/3/2022 12:51:23 AM	12/6/2022 10:47:46 AM	12/3/2022 12:51:44 AM	Note from Council	Hi. Thanks for getting back to me so quickly. There is a leak onto the street from the flats at number 37 Beacon Hill Road, just up the street from the path entrance. The wastewater appears to be cloudy with an oily sheen. It has been growing over the past few weeks and travels across the entrance of the footpath where the resident's access the properties. Thanks, in advance
									12/3/2022 12:51:44 AM	Note from Council	Kia ora Thanks for reaching out. Can you explain what you mean by a grey water leak? Ng? mihi Customer Service Rep Customer Contact Centre P 04 499 4444 F W Wellington.govt.nz PO Box 2199 Wellington 6140
									12/3/2022 12:51:44 AM	Note from Council	Address: 37 BEACON HILL ROAD, Strathmore Park Open in Google Maps:



				<u> </u>	<u> </u>	- 	<u> </u>	<u> </u>		
										https://www.google.com/maps/search/?api=1&qu ery=-41.32531484741246,174.8278364654661
								12/6/2022 10:50:52 AM	Note from Council	Re-assigned by WCC
36 Beacon Hill Road, Strathmore Park, Wellington, 6022	,	Leaking Pipes 36 Beacon Hill Road, Strathmore Park	 <div>CAR N/A - No work done</div><div>Steady flow</div> 2 leaks on Beacon Hill Road, just up the hill from number 36 and on the odd-numbered side of the road. Leaking from 2 spots in the road.<div><div><div>Drainage job created</div></div></div> under WCCSR-357035-1 	3	COMP. WAW	4/2/2022 3:39:21 PM	3/16/2023 11:39:41 AM	3:39:32 PM		Address: 36 BEACON HILL ROAD, Strathmore Park Open in Google Maps: https://www.google.com/maps/search/?api=1&qu ery=-41.325242696078426,174.82743423010413
								4/5/2022 9:03:02 AM		t downgraded to p3 as not impact or hazard RICH<br TEXT>
								4/5/2022 9:03:13 AM	assigned to rover	assigned to rover RICH TEXT
								4/6/2022 10:02:12 AM	Test	Need to return after a couple of days of fine weather to test
,								4/6/2022 10:02:13 AM	Status Change to PAUSE	Test
								4/7/2022 12:00:56 PM	Chlorine	Test came back positive spoke with informed to pass to leak detection
								4/7/2022 12:00:56 PM	Status Change to PAUSE	Leak detection
								4/7/2022 12:02:58 PM	Leak detection	Also heard no noise on surrounding assets
								4/7/2022 12:02:58 PM	Status Change to PAUSE	Leak detection
								4/7/2022 12:09:43 PM	ADR requested	Leak detection requested RICH TEXT
								5/11/2022 10:23:50 AM	Notes from LDS	<pre>We have surveyed the area. There is no water on Beacon Hill Road around this area. <0:p> </pre>



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												Roman";color:#212121"> <o:p> </o:p> >
												<p <="" class="MsoNormal" td=""></p>
												<pre>style="background:white"><span new<="" style="mso-
fareast-font-family:</pre></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>" td="" times=""></pre>
												Roman";color:#212121">No leak noise
l												heard <o:p></o:p>
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												style="background:white"> <span new<br="" style="mso-</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>fareast-font-family:</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>" times="">Roman";color:#212121">or leaks found. See
												picture. <o:p></o:p> RICH TEXT
				+				+		6/23/2022	Drainage job created under	Drainage job created under WCCSR-357035-1 </td
										2:26:22 PM	WCCSR-357035-1	RICH TEXT>
										2/28/2023	Drainage notes from job	<div><span style="color: rgb(128, 128,</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>10:34:29</td><td>WCCSR-357035-1</td><td>128);">Drainage notes from job <font< td=""></font<></div>
										AM		color="#808080">WCCSR-357035-
												1 <div></div> <div><span< td=""></span<></div>
												style="color: rgb(128, 128, 128);">Arrived onsite on a nice beautiful dry morning walking on
I												footpath looking at both side of the road opposite
1												property 36 and saw no sign of steady flow of
ı												water, tried to find a phone number call no
I												information given. RICH TEXT
										3/19/2023	Note from Council	Closed by WCC
										12:36:30		
										PM		
										3/23/2023	CAR N/A - No work done	
<u> </u>										3:45:35 PM		
I	WCCSR-	WCC_PW013867	Reinstatement: Leaking	<div>Reinstatement Type Required: <font< td=""><td>Potable</td><td>4</td><td>RCVD</td><td>3/16/2023</td><td></td><td></td><td></td><td></td></font<></div>	Potable	4	RCVD	3/16/2023				
	357035R		Pipes 36 Beacon Hill Road,	size="2"> Area/Size: <font< td=""><td></td><td></td><td></td><td>12:47:11</td><td></td><td></td><td></td><td></td></font<>				12:47:11				
			Strathmore Park	size="2"> <div>Requirements:</div>				PM				
				 RICH TEXT -<br ->								
	WCCSR-653172	No Asset	Fault 36 Beacon Hill Road,	Also logged to SR-653170: Caller advised that the	Potable	1	CLOSE	4/19/2023	4/19/2023 5:24:14	4/19/2023	Note from Council	Ticket response email sent to requester due to
i		Selected	Strathmore Park,	road reserve outside their address has just suffered a	10000.2	1	OLC C	1:47:33 PM		1:47:48 PM	Note nom ocune.	WWL managing complaints after initial report to
I			,	major slip, with debris destroying their garage and								council.
				burying their neighbour's car, and various pipes being								Kia ora
				exposed. He said it was about 7m wide overall; please								Thank you for reporting this water and drainage
				attend!								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.



			1							
								1:47:48 PM 4/19/2023	Note from Council left a VM for the customer - let them know crew will be there	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 Ng? mihi Customer Services Wellington City Council Address: 36 BEACON HILL ROAD, Strathmore Park Open in Google Maps: https://www.google.com/maps/search/?api=1&qu ery=-41.32524269602764,174.82743423330263 left a VM for the customer - let them know crew will be there soon RICH TEXT
								4/10/2022	soon	Called WCC, the reading team is there too of a RCU
								4/19/2023 2:13:11 PM	Called WCC, the roading team is there too	Called WCC, the roading team is there too RICH TEXT
								4/19/2023 2:13:58 PM	Assigned to	Assigned to he said he will wait for the call from the roading and then they will go. RICH<br TEXT>
								4/19/2023 4:53:19 PM	Slip	Respond to slip with damaged service, repair and restore water
								4/22/2023 5:39:41 PM	Note from Council	Closed by WCC
34 Beacon Hill Road, Strathmore Park, Wellington, 6022	No Asset Selected	Poor Water Quality 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL	Over the last week our mains water supply is increasingly tasting like it is contaminated - it is tasting like dirt. Please contact myself or my partner urgently Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: -41.32512988118694, Longitude: 174.82750399728656 Incident Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL	Potable	2	CLOSE. NOTDO NE	11/17/2022 1:38:22 AM		Note from Council	Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Open in Google Maps: https://www.google.com/maps/search/?api=1&qu ery=-41.32512988118694,174.82750399728656
			Phone:							Kia ora Thank you for contacting us. I have referred your concerns to our Water & Drainage Team Ref SR-493014 Ng? mihi, Reg Customer Service Rep Customer Contact Centre P 04 499 4444 WWellington.govt.nz PO Box 2199 Wellington 6140 ! Initial customer request! Description Type: water Over the last week our mains water supply is increasingly tasting



		like it is contaminated - it is tasting like dirt. Please contact myself or my partner urgently Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: -41.32512988118694, Longitude: 174.82750399728656 Incident Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Termin Phone: Item Name:Water and drainageCategory:External Customer ServicesService:Water qualityDescription:Over the last week our mains water supply is increasingly tasting like it is contaminated - it is tasting like dirt. Please contact myself or my partner urgently Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: - 41.32512988118694, Longitude: 174.82750399728656 Incident Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Phone: Incident address:N/ALocation:N/ASkip notifications?:Yes Reg Customer Service Representative Contact Centre After Hours Smart Council Wellington City Council WCC Wellington.govt.nz The information contained in this email is privileged and confidential and intended for the addressee only. If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents. If received in error you are asked to destroy this email and contact the sender immediately. Your
		assistance is appreciated.
11/21/2022 12:09:06 PM	Email sent	Kia Ora, <o:p></o:p>
PIVI		<o:p> </o:p>
		Thank you for bringing this to our attention. <o:p></o:p>
		<o:p> </o:p>
		Due to maintenance work at Waterloo Treatment Plant we are drawing more water from the Wainuiomata and Orongorongo rivers at the Wainuiomata Water Treatment Plant for supply to Wellington. The river supply has a higher level of Geosmin, a type of non-toxic algae, which is more prevalent in the summer months. <o:p></o:p>



<o:p></o:p>	
If your water is tasting or	
smelling earthy but shows no	
discolouration, cool your water in a jug in the	
fridge for 30 minutes as this	
may improve the taste. <i><span style="font-</th></tr><tr><th>size:14.0pt"><o:p></o:p></i>	
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For further information	
please visit our website at the link	
below: <o:p></o:p>	
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earthy/">https://www.wellingtonwater.co.nz/faqs	
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						12:21:53 PM	Note from Council	mso-fareast-font-family:"Times New Roman";mso-fareast-theme-font:minor- fareast; color:#00ADBB;mso-fareast-language:EN-NZ;mso- no-proof:yes"> Customer Experience<0:p> 0:p height:12.6pt"> <span style="line-
height:12.6pt"><span new<br="" style="font-size:9.0pt;
mso-fareast-font-family:" times="">Roman";mso-fareast-theme-font:minor- fareast; color:#00ADBB;mso-fareast-language:EN-NZ;mso- no-proof:yes"> <span new="" roman";<br="" style="mso-fareast-font-
family:" times="">mso-fareast-theme-font:minor- fareast;color:#1F497D;mso-fareast-language:EN- NZ; mso-no-proof:yes"><0:p>
WCCSR-715801	Selected	Beacon Hill Road, Strathmore	 Kia ora Wellington Water and WCC I am getting in touch as am seeking some information and clarification. Please note that this is not a request to fix a leak and is not a job to fix. My partner has lived at our property on 34 Beacon Hill Road since 2000, I have lived here since 2008. Throughout this time period we have had repeated issues with water coming through our property. You will note this on our records. Repeated events are listed clearly on our LIM. This water is typically most apparent at the back of our laundry, coming off the base of a large concrete retaining wall. Typically this flow of water disappears when there have been repairs to water mains further up the hill. We are in a gully below a water tower at the top of Beacon Hill. We are also below a block of Kainga Ora Flats. You will note on our flood map that there is a flow of water with rain across our property, and though this is the case, the constant water off the retaining wall is markedly different in its nature 	4	6/23/2023 7:31:22 PM		Assigned to and emailed	Assigned to and emailed to further investigate the customers 3 requests if there is anything further we can do. RICH TEXT



		(e.g. it is constant and accumulates in volume over		
		weeks/months/years until it suddenly stops).		
		In the past when this water appears we have		
		repeatedly called in requests for a mains leak to be		
		investigated. The water is then tested and usually		
		found to be below the threshold for fluoride or		
		chlorine that would identify it as mains water. This		
		has previously been the case even prior to a leak		
		being identified on our neighbour's property (e.g. we were very close to the source of the leak and it still		
		was not registered as a mains leak). Instead it has		
		typically been identified by WCC/WW as "ground		
		water" leaving us nowhere to go to remedy the		
		situation. Subsequently we have spent a huge		
		amount of money on drainage to collect the water		
		and get it off our property.		
		In addition - a crib wall above our garage recently		
		failed following a mains leak directly above it. This		
		was clearly not weather related as the amount of		
		water coming out of the seep holes in the wall was		
		not consistent with the rainfall at the time - our		
		neighbour has video footage available from just		
		before the event that demonstrates this. He also		
		reported that his toby was aflood at the time the WW		
		attended the call out related to this event.		
		Sorry to be so nogative but as you can imagine we		
		Sorry to be so negative but as you can imagine we have been pretty frustrated with this continuing issue		
		that seems very challenging to resolve.		
		However - the great news is that the vast amount of		
		water that was coming off the bottom of our		
		retaining wall and in other parts of our property has		
		pretty much entirely disappeared. I noticed this for		
		the first time on Monday 26 June 2023. It might have		
		cleared up a bit earlier than this, but certainly there		
		has been a marked change in the last 2 -3 weeks.		
		However, there is still a reasonable amount of water		
		appearing on the steps beside our house.		
		My request is this:		
		1) can you investigate and confirm with me what		
		work has been done to mains pipe repairs over the		
		last several weeks in our area that might have solved		
		this issue for us? I note some new spray can marks		
		on the road near the Kainga Ora property above our		
		house? However, it is quite likely, and it has been the		
		case in the past, that due to our location, leaks may		
			I	1



	 be quite far away from our property. 2) can you suggest a way going forward so that when this issue comes up again, we have a more reliable process to solve the problem? The current option of putting a regular job request in, testing the water and it being identified as ground water is untenable. It results in the degradation of our property and a huge loss of mains water. 3) As part of this process - could an experienced assessor come and investigate the remaining water that is appearing on the steps beside our house? We would really appreciate your collaboration and support in regards to this issue. It has been a real headache for many years and now that the water has disappeared, it would be really great to identify a way to keep it that way. 				
				7/4/2023 spoke to 04/07 9:33:06 AM	I have rung and spoken to and informed her I have passed on here request for the work done in the to the OIA team. I have also discussed with her about doing acoustic sounding, I have asked RWL if this has been done and will advise once I have the info RICH TEXT
				7/4/2023 email sent to	<pre><span arial",sans-serif"="" style="font-
family:">Hi</pre>
					family:"Arial",sans-serif">I can confirm that acoustic sounding was done in the area



					around your property and can confirm that there were no leaks identified that could be casing the water you have been periodically experiencing. <o:p></o:p>
					<pre><pre><pre><pre><pre><pre><pre>class="MsoNormal"><span arial",sans-serif"="" style="font-
family:">In terms of from here, as per our phone conversation, I am satisfied that the water is in fact ground water and that Wellington Waters investigations are complete for this matter. In terms of a resolution moving forward if it continues, I would suggest engaging with a plumber or drainlayer to see if there is anything they can do to help re direct the ground water as</pre></pre></pre></pre></pre></pre></pre>
					<pre>discussed on the phone.<o:p></o:p> <o:p></o:p> <span arial",sans-serif"="" style="font- font-</pre></td></tr><tr><td></td><td></td><td></td><td></td><td>Request being dealt with OIA
and TA</td><td>family:">Kind regards,<o:p></o:p><!-- RICH TEXT--> <div>Request being dealt with OIA and TA Email received from 05/07:</div><div> </div><p< td=""></p<></pre>
					class="MsoNormal">Thanks [! bottom:12.0pt">Customer Hub, please note this is being dealt with and unless a new request comes in from here, don't worry about sending it through <span emoji",sans-serif;<br="" segoe="" style="font-
family:" ui="">mso-bidi-font-family:"Segoe UI Emoji""> <0:p>
					LD class="MsoNormalTable" style="border- collapse:collapse;mso-yfti-tbllook:1184;mso- padding-alt:0cm 0cm 0cm 0cm">
					



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								size:10.5pt;color:#006488;mso-fareast-language: EN-NZ">
30 Beacon Hill WCCSR-480624 No Asset Road, Strathmore Park, Wellington, 6022	Leaking Pipes 30 Beacon Hill Road, Strathmore Park	<pre><div>Steady flow - Steady leak between tio tio and kinghorne, closer to kinghorn, on the east side of the road.</div><div></div><div>8/11/22 KT - Plans ordered 2118686 </div><div><div>17/11 KS 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><div></div><!-- RICH<br-->TEXT></div></div></div></pre>	3	CLOSE	10/30/2022 4:56:21 PM	10/30/2022 4:56:33 PM	Note from Council	Address: 30 BEACON HILL ROAD, Strathmore Park Open in Google Maps: https://www.google.com/maps/search/?api=1&qu ery=-41.32488309670527,174.82764659946696
						11/8/2022 12:37:11 PM	steady flow plans ordered	8/11/22 KT - Plans ordered 2118686 RICH TEXT
						11/17/2022 1:19:25 PM	Plans attached	Plans attached RICH TEXT
						12/3/2022 3:44:33 PM	Note from Council	Closed by WCC
WCCSR-682187 No Asset Selected	RWL: PRIVATE Leak : Fault 30 Beacon Hill Road, Strathmore Park	<pre><div>Customer advised there is a notable leak coming from outside this address.</div><div><div>19/05-AI-Plans ordered <span roboto,<br="" segoe="" style="font-size: x-small; background-
color: rgb(255, 255, 255); color: rgba(0, 0, 0, 0.87);
font-family: -apple-system, BlinkMacSystemFont,
system-ui, " ul",="">"Fira Sans", "Droid Sans", "Helvetica Neue", Arial, sans-serif; white- space: nowrap;">2211050</div><div>22/5/23 KT - Awaiting for Powerco plans </div><div>22/5/23 KT - Awaiting for Powerco plans </div><div>24.05 MF Attached Powerco </div>cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-</div></pre>	4		5/16/2023 2:34:21 PM	5/16/2023 2:34:34 PM	Note from Council	Address: 30 BEACON HILL ROAD, Strathmore Park Open in Google Maps: https://www.google.com/maps/search/?api=1&qu ery=-41.32497038534319,174.8276948799615



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					Fibre Network in the area provided on the plan(s).<0:p> 0:p Caution: There is Core Network in the area provided on the plan(s)</span
			4:11:34 PM	it could b related to the slip	customer called saying he is worried about the leak and that it could b related to the slip last month and it could be worse. email sent to powerco to get urgent plans. RICH TEXT
			5/24/2023 9:39:18 AM	Attached Powerco	
			5/24/2023 12:39:49 PM	assigned to to rover.	assigned to crew to rover. RICH TEXT
			5/29/2023	Private service leak - #30 Beacon Hill Road	Upon arrival, found that there was no immediate water leak visible on the surface at this address. I opened the manifold box that feeds #30 and even though the service was dry, it was making a noise which indicates a leak.
					I investigated further along the service and found that within the boundary of #30, there is water pooling and coming from the small bank within the boundary. This water is the leak on the service line that feeds
					#30 but as it is well past the manifold council asset and within property boundaries, it is a private leak.
					Please pass this job to read to follow up for the private leak
			5/29/2023 11:47:21 AM	Refer to logs and attachments	
				Re-assigned to Private leaks as per	Re-assigned to Private leaks as per <pre></pre>
			6/1/2023 7:31:09 AM	passed to pvt leaks to send letter	passed to pvt leaks to send letter RICH TEXT
			6/27/2023 11:52:54 AM	email from to customer 26/6	On 26/06/2023 3:12 pm, Customer Support Team wrote: <o:p></o:p>
					> Kia Ora <o:p></o:p>
					> <o:p> </o:p>
					> Thank you for your email. <o:p></o:p>



> <o:p> </o:p>
> We have a private
leak in our system for 30 Beacon
Hill Road. <o:p></o:p>
an alass-"Mas Disin Teat"> 9 states a lass a lass
> <o:p> </o:p>
> If you believe these
to be the same issue then we
are working with the property owner to have this
prepared. <o:p></o:p>
an alass-"Mas Disin Teat"> 9 statement alassa alas
> <o:p> </o:p>
> If you believe this
leak to be different please log
a new job with the City Council. <o:p></o:p>
> <o:p> </o:p>
$\langle p class = Wiso Plain Pext > agr, < 0.p < 70.p < 7p > 1$
> <o:p></o:p>
> There are a few
ways you can submit this report to
WCC:<0:p>
> • <span style="mso-</td></tr><tr><td>spacerun:yes"> Calling
them directly on (04) 499 4444 <o:p></o:p>
> • <span style="mso-</td></tr><tr><td>spacerun:yes">
Submitting a report via their Fixit Form on
their website<0:p>
> <o:p> </o:p>
$\langle p class = Wisorial (1 ext > agt, < 0.p < 70.p < 7p = 0.p < 7p $
> Once this has been
actioned, WCC will pass this on
to our team to assess further. <o:p></o:p>
> <o:p> </o:p>
γ class- insorialitiext $2 \propto gt, <0.p < /0.p < /p>$
> Kind
regards, <o:p></o:p>
><0:p>



		> <o:p> </o:p>
		> Ng? mihi<0:p>
		><0:p>
		<pre>> Customer Support Team<o:p></o:p></pre>
		><0:p>
		> Ph 04 912 4400<0:p>
		><0:p>
		><0:p>
		>Original Message<0:p>
		<pre>> From: < @gmail.com ><o:p></o:p></a </pre>
		> Sent: Monday, 26 June 2023 2:50 pm<0:p>
		> To: Customer Support Team < < span style="color:windowtext; text-decoration:none;text- underline:none">customer@wellingtonwater.co.nz ><o:p></o:p> Subject: Water leak at 28 Beacon Hill Road, Strathmore Park<0:p>
		><0:p>
		> Caution: This is an external email. Please take care



when clicking links or opening
attachments. <o:p></o:p>
> <o:p> </o:p>
> <o:p> </o:p>
>
Hello, <o:p></o:p>
> <o:p> </o:p>
> We have a water
leak at the bottom of our section,
near the (now <o:p></o:p>
> disused) bottom
gate. <o:p></o:p>
> <o:p> </o:p>
> This is the third time
in quite a number of years.
The first time was a leak from one of the state flats
next door, and the second
time was from the toby at the top of our section before it was replaced. <o:p></o:p>
> <o:p> </o:p>
> I can't see where the
present leak is coming from.
All of the pipes for our water supply and drainage
are on the other side of our
section. I first spotted the new leak about two
weeks ago, but it has probably
been there for some time. <o:p></o:p>
> <o:p> </o:p>
>
I<0:p>
> <o:p></o:p>
> 28 Beacon Hill Road,
Strathmore Park, Wellington
6022 <o:p></o:p>



Г			
			> <o:p> </o:p> <br RICH TEXT>
		6/27/2023 email from customer 2	/6 <span <="" lang="EN-US" th="">
		11:53:22	style="mso-ansi-language:EN-US;
		AM	mso-fareast-language:EN-NZ">Original
			Message
			From:
			@gmail.com>
			Sent: Tuesday, 27 June 2023 11:50 am br />
			To: Customer Support Team
			<customer@wellingtonwater.co.nz>
			Subject: Re: Water leak at 28 Beacon Hill Road,
			Strathmore Park <o:p></o:p>
			<o:p> </o:p>
			Caution: This is an
			external email. Please take care when
			clicking links or opening
			attachments. <o:p></o:p>
			<o:p> </o:p>
			<o:p></o:p>
			Hello, <o:p></o:p>
			<o:p></o:p>
			I've had another look this
			morning, and the leak seems to
			be worse. <o:p></o:p>
			<o:p></o:p>
			No one seems to be
			working at number 30 Beacon Hill
			Road. <o:p></o:p>
			<o:p> </o:p>
			And it is impossible for
			me to know whether these leaks
			are related or not.<0:p>
			<o:p> </o:p>
			Regards, <o:p></o:p>
			<o:p> </o:p>
			>p class= wisorialitiext >>0.p> >/0.p>>/p>



						<o:p></o:p> RICH TEXT
				6/27/2023 11:55:50	email to customer 27/6	Kia Ora, <o:p></o:p>
				AM		<o:p> </o:p>
						Thank you for your email. <o:p></o:p>
						<o:p> </o:p>
						If there were two leaks it would be noticeable, so I will treat this as the leak at 30 Beacon Hill Road. <o:p></o:p>
						<o:p> </o:p>
						This is a private leak, The property owner is responsible for repairing this leak. <0:p>
						<o:p> </o:p>
						We are currently in the process of notifying the property owner that they are responsible for repairing the leak. <0:p>
						<o:p> </o:p>
						If you have any further questions please feel free to ask. <o:p></o:p>
						<o:p> </o:p>
						<span style="mso-
fareast-language:EN-NZ;mso-no-proof:
yes">Ng? mihi <0:p> RICH<br TEXT>
				2:46:51 PM	customer called in	advised leak getting worse, informed her it is private and will chase up Ta to see if we can get notice sent out to property owner as Neighbour worried about a slip RICH TEXT
				6/27/2023 2:47:02 PM	email to TA 27/6	Hi , <o:p></o:p>
						<o:p> </o:p>



i.	6				0	0)
	x	<u> </u>				

_		D		1
				When you are back at work
				can you please send a notice to
				the house owner of this leak? <o:p></o:p>
				<0:p>
				It is affecting the
				neighbour's property who is worried it
				could cause a slip. <o:p></o:p>
				<0:p>
				<0:p>
				<0:p>
				<span new="" roman";<="" style="mso-fareast-</td></tr><tr><td></td><td></td><td></td><td></td><td>font-family:" td="" times="">
				mso-fareast-theme-font:minor-fareast;mso-
				fareast-language:EN-NZ;mso-no-proof:
				yes">Ng? mihi <0:p> RICH</td
				TEXT>
1		6/30/2023	30/06/2023 HJR - We have sent	
		9:05:19 AM	out the first letter	
Ι	0	6/30/2023	Email received 29/06	<div>Email received 29/06 - forwarded to Private</div>
		9:25:28 AM	Ext	Leaks: <div></div> <p< td=""></p<>
				class="MsoPlainText">Hello again ,
				The leak at the bottom of
				our section has got worse over
				the week. The water is brown, but it isn't
				smelly.
				Could someone please
				have a look at it and let us know
				where it is coming from.
				And when it will be fixed
				before anything happens to our
				property.
				higher (1) - / h-
				It is not from any pipes or
				drains of ours.
				Regards,
				<p< td=""></p<>
	c.			class="MsoPlainText"> <o:p></o:p> <div></div>
J				the point with a state of the second state of



												<pre><div>28 Beacon Hill Road </div><!-- RICH TEXT--></pre>
			· · · · · · · · · · · · · · · · · · ·							7/4/2023 11:34:57 AM	Customer called in.	Resident called in to advise private leak fixed. Advised would follow up. Emailed RWL to advise. RICH TEXT
28 Beacon Hill Road, Strathmore Park, Wellington, 6022	·	No Asset Selected	Leaky Connection Between 26 and 28 Beacon Hill Road on opposite side	 Water leak. All surrounding area dry except for this clear leak. Location on Google Map: http://maps.google.co.nz/?q=- 41.3243145924557,174.827619637779&z=19 	Potable	2	CLOSE	8/9/2020 1:48:51 PM	8/21/2020 11:44:18 AM	1:49:17 PM		Site amended - Old : Fixit Site (FI01) New : Beacon Hill Rd (R0139). Subject amended - Old : Fixit Enquiries (FIXE) New : W-P3 Minor Leaks (WMLS)
										8/10/2020 12:04:06 PM		left a vm to advise we will assess as soon as we can. RICH TEXT
										8/21/2020 11:43:41 AM		No noise on water services nearby. Leak is located on waster water or sewage pipes, very little water flow until a sink or toilet was used only then was there a decent flow of water running down along the drainage pipes. Referred to the hub to log a drainage job.
										8/21/2020 11:54:14 AM	update	emailed WCC to log wastewater job. RICH TEXT
	WCCSR-218183	3 WCC_PWP00310 4	PRIVATE LEAK 28 BEACON HILL ROAD, Strathmore Park (ROVER)	<div>Trickle - Caller has reported that there is a leak coming from a neighboring property that appears to be housing NZ flats. The leak is coming through the callers retaining wall and onto the concrete outside the front of the property. Please attend and investigate the leak and where the source is coming from</div> <div></div> <div>8/9 JM - Awaiting ADR response, escalated to</span </div>	N	4	JOBCO MP	8/12/2021 10:38:47 AM	10/19/2021 3:36:14 PM	8/12/2021 10:39:14 AM	Note from Council	Address: 28 BEACON HILL ROAD, Strathmore Park Open in Google Maps: https://www.google.com/maps/search/?api=1&qu ery=-41.32475111320424,174.82770349715494
										8/13/2021 10:48:47 AM	Job to be rovered	Job to be rovered to locate leak RICH TEXT
										8/26/2021 2:38:08 PM		Arrived onsite, spoke to the caller at home, leak coming of retaining wall seeping out by the access way steps, chlorine sachet test Positive, reqs leak detection to attend, non urgent.
,										8/26/2021 2:38:10 PM	_	Reqs leak detection to attend.



	1					a
				8/26/2021 3:06:39 PM	Status Change to PAUSE	Reqs leak detection, non urgent.
				8/27/2021 8:50:59 AM	LEAK DETECTION REQUESTED	LEAK DETECTION REQUESTED RICH TEXT
				9/11/2021 1:08:50 AM	Note from Council	Customer has contacted us looking for an update.
				9/14/2021 7:59:50 AM		Leak detection notes: style="background:white"> <span new<br="" style="mso-
fareast-font-family:
" times="">Roman";color:#212121">Simple toby leak found at #28 Beacon Hill Rd. Toby is leaking on private side of the handle. Leak continues when toby is closed. Can be seen seeping into the toby box.<o:p></o:p>
					A CARD AND A REAL PROPERTY AND A CARD AND A REAL PROPERTY AND A RE	Emailed technical advisor to follow up on this private leak. RICH TEXT
				9/14/2021 11:16:56 AM	Notes from	Notes from syle="mso-fareast-language:EN-US">lve read the notes from ADR for this job and think that a service man needs to check the toby to, A. Make sure leak is not at the Toby. B, That the Toby shuts off'<0:p> 0:p <span style="mso-fareast-
language:EN-US">Once these checks have been completed we will have a better idea if leak is private or not.<0:p>
			2	9/14/2021 11:18:11 AM	Assigned it to the 1xman crew	Assigned it to the 1xman crew RICH TEXT
			2	9/14/2021 12:05:22 PM		Phoned customer with update she is happy with that assigned to 1man to do checks so we can determin if its a private leak or not. RICH TEXT -<br ->
			2	9/22/2021 9:59:33 AM		Have checked surrounding assets and found the Toby lines up with the neighbouring tobies, Toby is inside the boundary fence located down the access fpth, needs to be taken out and new manifold valve installed in the fpth, reqs 2man, plans, traffic management.
				9/22/2021 9:59:33 AM	Status Change to PAUSE	Pass to 2man, plans, traffic management.
				9/23/2021 5:03:00 PM	arrive assign to 2man and traffic	23/9/21 1700 KT - Plans ordered 1905249 - When plans attached please pass to 2man and traffic management. RICH TEXT



			1	- [1	1		T	1	1
								9/24/2021	Waiting on gas plans	24/09/21 sk - WAITING ON GAS PLANS, Caution:
								1:09:26 PM		There is High Capacity and/or Fibre Network in the
										area provided on the plan(s). RICH TEXT
									Plans attached	24/09/21 sk - Gas plans rec'd, All Plans attached </td
								1:10:08 PM		RICH TEXT>
									Note from Council	Hello,
								4:18:47 PM		
										The water supply is not working, at all. I have just
										phoned you folk and
										was told that the people who worked on it would
										be contacted to return
										here. Someone has just arrived but how all this will
										turn out remains to
										be seen.
					-			11/0/2021	Confirmends the state	
								11/9/2021 3:46:11 PM	Confirmed with customer	Confirmed with customer this is all repaired, no issues RICH TEXT
									Note from Council	Closed by WCC
								4:38:36 PM		
WCCSR-717252 No Asset	Fault 28 BEACON HILL	<pre></pre> div>Water leaking out of the back of her section but	Potable	3	CLOSE.	6/26/2023	6/27/2023 2:43:10	6/26/2023	Note from Council	Ticket response email sent to requester due to
Selected	ROAD, Strathmore Park	there are no private pipes on this section, callers	Fotable	5	DUP	3:06:21 PM		3:06:34 PM		WWL managing complaints after initial report to
Scietted		pipes are on the other side of the property. Caller has			201	5.00.2111		5.00.54110		council.
		advised that that it might be a council pipe please								Kia ora
		access <div></div> <div></div> <div>27/06-AI-</div>								Thank you for reporting this water and drainage
		Plans ordered <span segoe<="" style="font-size: x-small;</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>issue to us.</td></tr><tr><td></td><td></td><td>background-color: rgb(255, 255, 255); color: rgba(0,</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td>0, 0, 0.87); font-family: -apple-system,</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>The repair of water and drainage issues are</td></tr><tr><td></td><td></td><td>BlinkMacSystemFont, system-ui, " td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>managed by Wellington Water. We have passed</td>								managed by Wellington Water. We have passed
		UI", Roboto, "Fira Sans",								this details of this fault through to them.
		"Droid Sans", "Helvetica								
		Neue", Arial, sans-serif; font-weight: 700; text-								
		wrap: nowrap;">2231264 <span style="font-</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td>size: x-small;"> RICH TEXT								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
										Ng? mihi
										Customer Services
										Wellington City Council
									Note from Council	Address: 28 BEACON HILL ROAD, Strathmore Park
								3:06:34 PM		Open in Google Maps: https://www.google.com/maps/coarsh/2ani-18.gu
										https://www.google.com/maps/search/?api=1&qu
								6/27/2022	Attempted to egate at sustainers	ery=-41.324751113153454,174.82770350035338
								6/27/2023 1:32:35 PM	Attempted to contact customer.	ARCGIS showing wastewater assets behind the
								1.52.55 PIVI		property. Want to check where water is coming from. If it smells and if there's any stuff. Bascially
										nom. In it smens and it there's dry stuff. Bastidily



										6/27/2023 1:34:59 PM	Plans ordered 2231264	 want to check if its wastewater that's coming out. <!-- RICH TEXT--> Plans ordered <span "fira<br="" roboto,="" segoe="" style="text-wrap: nowrap;
font-size: x-small; background-color: rgb(255, 255,
255); color: rgba(0, 0, 0, 0.87); font-family: -apple-
system, BlinkMacSystemFont, system-ui, </th></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>6/27/2022</td><td>Customer called back</td><td>" ui",="">Sans", "Droid Sans", "Helvetica Neue", Arial, sans-serif; font-weight: 700;">2231264 <!-- RICH TEXT -<br-->-> Customer called back advised she hasn't had a</span
										6/27/2023 2:12:01 PM	Customer called back	close look but she will do that now and call back to let us know. RICH TEXT
										6/27/2023	Duplicate of WCCSR-682187	Duplicate of WCCSR-682187 cancel and relate </td
											cancel and relate	RICH TEXT>
										6/27/2023 2:46:31 PM	Note from Council	Re-assigned by WCC
	WCCSR-735028		Fault 28 Beacon Hill Road,	We have a water leak at the bottom of our section	Potable	3	RCVD	7/5/2023		7/5/2023	Note from Council	Address:
		Selected	Strathmore Park, Wellington 6022	near a now disused bottom gate. I don't think it is from any one of our pipes because they are all on the other side of our section. The leak has been there several weeks now. I contacted Wellington Water, but they required a video or pictures which neither my husband or I (at 83 and nearly 80) have the ability to provide. They suggested I contact you, for a separate logging because they are uncertain whether it is a separate leak from one next door at number 30 they are investigating or the same leak.				5:39:30 PM		5:39:41 PM		28 Beacon Hill Road, Strathmore Park, Wellington 6022 Open in Google Maps: https://www.google.com/maps/search/?api=1&qu ery=-41.3247511167,174.8277035
22 Beacon Hill Rd, Strathmore Park, Wellington, 6022	WCCSR-274895	WCC_PWP00312 1	Leaking Pipes 22 BEACON HILL ROAD, Seatoun- Miramar	Steady flow - Caller advised there is a fairly heavy leak coming down the bank opposite 22. Water is clear. Please attend.	Potable	2	CLOSE	11/18/2021 8:52:21 AM	11/18/2021 1:42:02 PM	11/18/2021 8:52:38 AM	Note from Council	Address: 22 BEACON HILL ROAD, Seatoun-Miramar Open in Google Maps: https://www.google.com/maps/search/?api=1&qu ery=-41.32371191886595,174.82759093997302
										11/18/2021 10:00:20 AM	spoke to customer has advised it is causing a waterfall but	<pre><div>spoke to customer has advised it is causing a waterfall but isn't flooding </div><div>assigned to ben </div><!-- RICH TEXT--></pre>
										11/18/2021 1:41:16 PM	Seepage	Arrived onsite, found the location but no leak here, rang the customer and advised, job closed.
											Note from Council	Closed by WCC