

Tuesday 1 August 2023

OIA IRO-459

Name: [REDACTED]

Email: [REDACTED]@.co.nz

Kia ora [REDACTED]

Official information request regarding CCTV Footage.

On Tuesday 11 July 2023, within an email to Utilities Disputes, you made an official information request for a copy of the report and evidence of when the CCTV inspections were completed. Thank you for this request.

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 it 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 withheld 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]

Acting Group Manager, Customer Operations Group

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 @wgtwaternz & @wgtwateroutage

 @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Entry Date	Work Log Summary	Work Log Detail
10 Samoa Street, Kilbirnie, Wellington, 6022	WCCSR-657142	WCC_WWP012849	Fault 10 Samoa Street, Kilbirnie	<p><div>Customer advised there has been a sewage leak into his property. Advised he had an emergency plumber attend, but requires urgent assistance. Please contact Martin on 027 279 9209 to advise.</div><div><p class="MsoNormal">PO # 325813</p></div><!-- RICH TEXT --></p>	Wastewater	3	INPRG. HD.PAU SE	4/26/2023 10:12:22 AM	4/26/2023 10:12:36 AM	Note from Council	<p>Address: 10 SAMOA STREET, Kilbirnie Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.313535152614854,174.79104255083527</p>
									4/26/2023 10:15:50 AM	Note from Council	10:13 Called through to Wellington water
									4/26/2023 10:22:55 AM	Contacted the customer	Contacted the customer to acknowledge the job. Customer advised this happened over the weekend and he reported it then and was told by WWL Crew that they were unable to do a repair and to get a plumber. Spoke with [REDACTED] who is unaware of any job and advised to talk to [REDACTED]. Spoke to [REDACTED] who advised he did not receive any job for this address. There are no other jobs for this address in Maximo. <!-- RICH TEXT -->
									4/26/2023 10:23:05 AM	Assigned	Assigned to [REDACTED] <!-- RICH TEXT -->
									4/26/2023 12:14:14 PM	Downgrade, pass to cctv	Arrived on site and spoke with homeowner who says that he had rung the job into the council but no job was created, Customer had his friend a plumber to flush the blockage, Found lots of overflow (excluding solids) around the manhole area and back of the door and inside their wash house, Area has been cleaned by the homeowner but we used our diso to disinfect the affected areas also, Checked the main at the back found it to be clear we also rodded downstream just incase, The main had apparently been realigned a few years ago although the GIS map says the line is earthenware it is actually PE, Can we please pass to cctv to camera the sewer from behind the property downstream to check condition of the pipe.
									4/26/2023 12:52:38 PM	Pass to cctv	
									4/26/2023 8:16:47 PM	Note from Council	Have received an invoice from plumber. Will you pay this directly or reimburse me?

Also the sewage has soaked into skirtings and bathroom vanities. How will you reimburse me for this?

On Wed, 26 Apr 2023, 10:10 am Wellington City Council Support, <customerservice@wellingtoncitycouncil.freshservice.com> wrote:

- > Kia ora [REDACTED]
- >
- > Your ticket has now been passed through for the attention of our
- > Wellington Water team.
- >
- > If you need to follow up with us please reply to this email or phone us on
- > 04 499 4444 and quote reference number SR-657142 .
- >
- > Ticket Summary
- >
- > Water and drainage
- > Item Name : Water and drainage
- > Category : External Customer Services
- > Quantity : 1
- > Service : Fault
- > Which water type is this regarding? : Wastewater or sewerage
- > What is the priority? : Urgent
- > Is this related to a weather event? : No
- > Description : Customer advised there has been a sewage leak into his
- > property.
- > Advised he had an emergency plumber attend, but requires urgent assistance.
- > Please contact [REDACTED] to advise.
- > Incident address : N/A
- > Location : N/A
- > 10 SAMOA STREET, Kilbirnie
- >
- > Ng? mihi,
- >
- > Customer Services, Wellington City Council
- >
- >
- >
- > The information contained in this email is privileged and confidential and

											<p>> 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. > > [#SR-657142]:274477:fs ></p>
									4/27/2023 11:23:04 AM	Locate buried sewer manhole	<p>Downgrade to P3 to locate the sewer manhole for CCTV.<!-- RICH TEXT --></p>
									5/1/2023 7:09:40 AM	Note from Council	<p>This is pretty appalling. What is happening? Someone needs to call me! On Wed, 26 Apr 2023, 8:14 pm [REDACTED]@gmail.com> wrote: > Have received an invoice from plumber. Will you pay this directly or > reimburse me? > > Also the sewage has soaked into skirtings and bathroom vanities. How will > you reimburse me for this? > > > On Wed, 26 Apr 2023, 10:10 am Wellington City Council Support, < > customerservice@wellingtoncitycouncil.freshservice.com> wrote: > >> Kia ora [REDACTED] >> >> Your ticket has now been passed through for the attention of our >> Wellington Water team. >> >> If you need to follow up with us please reply to this email or phone us</p>

									5/3/2023 10:45:06 AM	assigned to ██████ to CCTV WW main	
									5/5/2023 11:33:06 AM	CCTV Inspection	Arrived on site filmed waste water main from 31 Henry St, but did not find any faults to cause blockage.
									5/5/2023 11:34:18 AM	Team lead to review footage	
									5/8/2023 10:40:08 AM	CCTV Notes	08/05/23 CCTV drain section WW012799 to WW012796.TV; 3203:42.Drain is OK,also found pipe is reduced on entry into MH WW012796.<!-- RICH TEXT -->
									5/9/2023 9:16:02 AM	Deferral Explanation	"We are prioritising work activities to stay within budget. This has the effect of deferring lower priority work until next financial year. This work has been triaged and identified as lower priority work and therefore deferred. The triaging process takes into account Health & Safety, Environmental & Customer Impact Risks. If any of these risks increase this job will be re-evaluated again." <!-- RICH TEXT -->
									6/20/2023 11:30:35 AM	Complaint via Utilities Disputes	<div>Please find attached: </div><div> </div><div>Complaint via Utilities DisputesResponse to Utilities Disputes</div><!-- RICH TEXT -->
									7/7/2023 11:55:30 AM	Forwarded information through to contractor	Contractor to review and come back with timeframe/cost<!-- RICH TEXT -->
									7/10/2023 2:07:13 PM	Arranged with contractor to repair joint	Drain Doctors <!-- RICH TEXT -->
									7/11/2023 7:13:42 AM	Letter drop to homeowner on 10/07 notifying of works	
10 Samoa Street, Kilbirnie, Wellington, 6022	WCCSR-657142	WCC_WWP0128 49	Fault 10 Samoa Street, Kilbirnie	<div>Customer advised there has been a sewage leak into his property. Advised he had an emergency plumber attend, but requires urgent assistance. Please contact Martin on 027 279 9209 to advise.</div><div><p class="MsoNormal">PO # 325813</p></div><!-- RICH TEXT -->	Wastewater	3	INPRG. HD.PAU SE	4/26/2023 10:12:22 AM	4/26/2023 10:12:36 AM	Note from Council	Address: 10 SAMOA STREET, Kilbirnie Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.313535152614854,174.79104255083527
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