

Friday 10 November 2023

OIA IRO-510

Name: [REDACTED]

Email: [REDACTED]@hotmail.com

Kia ora [REDACTED]

Official information request for Information Regarding Sewerage Back-Up on Ambala Way.

Thank you for your request dated Thursday 12 October 2023. Your request was transferred to us by Wellington City Council on Wednesday 18 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 1 December 2023.

We are extending your request in accordance with [Section 14\(1\)\(b\)](#) of the Act, as officers require more time to review historical records and from that, determine whether we can grant you a response, and whether or not we failed to create an opening at the juncture where Ambala Way's sewer pipe connects to the Cockayne Road sewer pipe or not.

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]

Governance Coordinator

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www.wellingtonwater.co.nz

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Friday 1 December 2023

OIA IRO-510

Name: [REDACTED]
Email: [REDACTED]@hotmail.com

Kia ora [REDACTED]

Official Information Request for Information Regarding Sewerage Back-Up on Ambala Way.

Thank you for your information request dated Thursday 12 October 2023 which was transferred to us by Wellington City Council (WCC) on Wednesday 18 October 2023, and subsequent questions received by WCC and passed to Wellington Water Limited (“Wellington Water”) Wednesday 18 October 2023 following our scope clarification.

Part of the information you have requested is enclosed. The Local Government Official Information and Meetings Act 1987 (“LGOIMA”) enables Wellington Water to withhold information where it is necessary to protect the privacy of natural persons. Therefore, some personal information has been redacted under [Section 7\(2\)\(a\)](#) of the LGOIMA.

Despite our efforts and engaging with the contractors who worked on the relining of the pipe at the time, we cannot locate any further information. Furthermore, the records held from 2014 are limited because we are not required to keep records of this nature for more than seven years.

Most of the information you are seeking in this case either does not exist or cannot be found or is not held by Wellington Water but would need to be created in order to respond to your request.

Therefore for part of your request, we have to refuse under [Section 17\(e\)](#) and/or [17\(g\)](#) of the LGOIMA, because the information, despite reasonable efforts to locate it, cannot be found or Wellington Water does not hold any official information.

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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Appendix

Questions A – Requested Thursday 12 October 2023

Dear Sir/Madam,

I hope this letter finds you well. I am seeking information and clarification regarding a sewerage matter. It has come to our attention that there may have been an incident involving sewerage back-up on Ambala Way within the last decade, likely linked to sewer work on Cockayne Road, Ngaio. The implications of this incident are significant, and we are eager to understand the full extent of what transpired.

We have been informed, by residents of 267 and 269 Cockayne Road, that during an indistinct but likely recent period, sewerage issues resulted from work on the sewer pipes on Cockayne Road. According to the information provided, when these sewer pipes were "relined," it is believed that a critical step was missed: the creation of an opening at the juncture where Ambala Way's sewer pipe connects to the Cockayne sewer pipe. This omission allegedly caused sewerage to back up and then seep from Ambala Way, under the road's surface, beneath the surrounding trees, down and under the bank and even under the houses located downhill from Ambala Way. This flow of sewerage is said to have extended to the driveway of 267 and 269 Cockayne Road, leading to damage that necessitated repairs by Wellington City Council.

I have previously submitted a request under the Official Information Act (OIA) to obtain information concerning leaks that resulted in damage repaired by Wellington City Council, in the Ngsio [sic] area. However, I was not made aware of this specific incident that occurred beneath my residence. To gain a better understanding of this situation and its implications, I kindly request confirmation that the above issues occurred (all the above mentioned issues/statements) and the following information:

Question One: The precise date or timeframe of the events described above.

Answer...

The information you are seeking in this case either does not exist or, despite reasonable efforts to locate it, cannot be found, or Wellington Water does not hold any information relating to any alleged "critical step that was missed: the creation of an opening at the juncture where Ambala Way's sewer pipe connects to the Cockayne sewer pipe."

Accordingly, Wellington Water is refusing your request under [Section 17\(e\)](#) and/or [Section 17\(g\)](#) of the LGOIMA.

Question Two: The specific location on Ambala Way where the sewerage backed up before, during and after the above events.

Answer...

At the bottom of 267 Cockayne Rd, Ngaio. Please refer to the information attached.

Question Three: Confirmation or denial of the claim that during the relining of sewer pipes on Cockayne Road, the contractor inadvertently omitted to cut an opening in the drainage pipe, which would have allowed sewerage to flow freely from Ambala Way's sewer. Incident reports that were submitted regards the lack of outlet to Cockayne Road sewer after the relining.

Answer...

The information you are seeking in this case either does not exist or, despite reasonable efforts to locate it, cannot be found, or Wellington Water does not hold any information relating to any contractor allegedly omitting to “*cut an opening in the drainage pipe.*” Accordingly, Wellington Water is refusing your request under [Section 17\(e\)](#) and/or [Section 17\(g\)](#) of the LGOIMA..

Question Four: Any records of complaints from Ambala Way residents pertaining to the issue of a foul odour, likely associated with sewerage, along with any evidence of such complaints.

Answer...

Please refer to the information attached.

Questions B – Requested Thursday 18 October 2023

I request detailed information regarding the work carried out on the driveway of 267/269 Cockayne Road following a sewerage leak incident that occurred, resulting in damage and lifting of the driveway due to sewerage overspill. To ensure a comprehensive understanding of this event, I kindly request the following specific details:

...

I am keen to gather a comprehensive overview of the sewerage event, including a timeline with dates and specific incident details. Your assistance in providing this information would be greatly appreciated. This is a clarification. I have already sent details of what I want, below

Question One – The Nature of the Work: Please provide a comprehensive breakdown of the work that was completed to remediate the damaged driveway caused by the sewerage overspill.

Answer...

Please refer to the information attached.

Question Two – Correspondence: I am interested in any written or electronic correspondence related to this event. This may include emails, letters, or reports.

Answer...

Please refer to the information attached.

Question Three – Remediation Company: Could you specify the company or contractor responsible for carrying out the remediation work on the driveway?

Answer...

Please refer to the information attached, P&N Siteworks completed this work.

Question Four – Leak Location: I would like to know the exact location of the sewerage leak and if possible, the cause of the leak.

Answer...

Please refer to the information attached, at the bottom of 267 Cockayne Road, Ngaio.

Question Five – Extent of Back Up: Please specify how far up Ambala Way road the sewerage leak extended, providing the approximate range or specific distance.

Answer...

The information you are seeking in this case either does not exist or, despite reasonable efforts to locate it, cannot be found, or Wellington Water does not hold any information indicating that this sewerage leak extended up Ambala Way. Accordingly, Wellington Water is refusing your request under [Section 17\(e\)](#) and/or [Section 17\(g\)](#) of the LGOIMA.

Question Six - Involvement of WCC Department: Kindly inform me about the Wellington City Council (WCC) department that was involved in addressing this incident.

Answer...

Wellington City Council receives all service requests relating to Wellington City Council's three water infrastructure, which are subsequently sent to Wellington Water to respond to.

Question Seven – Resident Communication: Were the residents of Ambala Way informed or consulted during this event? I would appreciate details regarding any communication with the affected residents.

Answer...

The information you are seeking in this case either does not exist or, despite reasonable efforts to locate it, cannot be found, or Wellington Water does not hold any information indicating that this sewerage leak extended up Ambala Way. Accordingly, Wellington Water is refusing your request under [Section 17\(e\)](#) and/or [Section 17\(g\)](#) of the LGOIMA.

Enquiry Number	Logged Date	Service	Subject	Address	Description	Site
2280038	10/09/2014	Drainage - Wastewater	WW-P2 Non-Urgent Fault	At the bottom 267 Cockayne Rd Ngaio Wgtn	There is a leak at the bottom of the shared drive that smells sometimes.	Cockayne Rd
		Log Number	Date	Status	Notes	Effective Date
		1	9/10/2014	Request Logged		10/09/2014 02:23:03
		2	9/10/2014	Acknowledged		10/09/2014 02:29:08
		3	9/10/2014	Acknowledged		10/09/2014 02:33:07
		4	9/10/2014	Customer Contacted		10/09/2014 02:37:40
		5	9/10/2014	Enquiry Issued to Contractor		10/09/2014 02:45:50
		6	9/10/2014	In Progress	Attending another job	10/09/2014 02:49:44
		7	9/10/2014	Contractor on Site		10/09/2014 03:53:21

8	9/10/2014	Contractor on Site	10/09/2014 16:36 EM System Checked and cleared council main - Wastewater - Council Main Clear Clear Manhole : Yes Full Manhole : Yes Dist. to blockage : <10m Blockage Fault : Roots Cleaned/Disinfected : Yes Further work req. : Other: Heavy flushing is required MHS Checked : Yes Customer Contacted? : By Phone	10/09/2014 04:37:50
9	9/10/2014	In Progress	Heavy flushing required 10/09/2014 16:46 [REDACTED] Arrived on site,Checked out the seepage,Located the fault.Blocked Sewer.Rodded from the m/h outside #1 Ambala Way and cleared the blockages,Heavy Flushing is required.	10/09/2014 04:49:28
10	9/11/2014	Contractor on Site		11/09/2014 08:13:21
11	9/11/2014	In Progress	Too many traffic	11/09/2014 08:29:35
12	9/11/2014	In Progress	Heavy flushing required	11/09/2014 03:05:24
13	9/15/2014	Contractor on Site		15/09/2014 02:49:16

14	9/15/2014	Completed	15/09/2014 15:17 [REDACTED] Arrived onsite!! Located mh to clean and flush from removing the roots from inside mh. Heavy flushed down to remove all roots.	15/09/2014 03:21:17
15	9/24/2014	Completed		24/09/2014 07:45:09
16	2/16/2015	Completed	repairs made to washed out drive by P&N Siteworks	16/02/2015 02:00:27

Total jobs:	1				
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