

Monday 18 December 2023

**OIA IRO-523**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request regarding water issues at 19 Curtis Street.**

Thank you for your request dated Monday 6 November 2023.

You requested;

1. All documents held in relation to historic leak investigations affecting 19 Curtis Street, Karori (including contributing water from 22 Curtis Street);
2. All documents relating to "plenty of tests in 2022 to prove that this is groundwater", including the outcomes of those tests and the times at which they were undertaken; and,
3. All documents related to the "sound testing on the assets in the area" and any conclusions from this assessment.

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.

Attached in our email to you is the following information:

- Copies of emails between officers requesting our regional water loss team to undertake leak investigations,
- The Kelburn Zone Leak Detection Survey for Curtis Street (which is undertaken by sound testing),
- Job Sheets for 19, 22, 34 and 36 Curtis Street, and, for 2 Putnam Street, and,
- A Eurofins Analytical Report.

For security purposes, the Leak Detection Survey sheet has been password protected and all names and contact details within the provided information have been redacted in accordance with [Section 7\(2\)\(a\)](#) of the Act to protect privacy.

We cannot provide any additional test results as the information does not exist and decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

For context, Chlorine Tests are undertaken onsite to determine whether seepage is groundwater or potable water (drinking water) and become unreliable after 30 seconds. All results confirmed groundwater, and this has been communicated to you in previous correspondence.

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

Please note that our crew have determined that the issues at 22, 34, 36 and 104 Curtis Street have not contributed to the situation you are experiencing, and that the 19 Curtis Street Job sheets follow on from the Job sheets provided in our previous response to you (OIA IRO-325). They have advised that the leaking sluice valve at 2 Putnam Street is unlikely to be contributing to the issue you're experiencing, but our water loss team will assess this issue onsite and make a final call. We will be in touch with you about this.

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.

Ngā mihi,



**Head of Customer Experience**





**Description of Leak or Maintenance Item**

**Additional Comments**

Possible Private or service	No handle.Needs a handle to confirm
Leaking Sluice Valve	Marked.Visual water seen at the bottom of the stem
Leaking Toby	



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Thursday, January 12, 2023 10:39 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: 19 Curtis Street, Karori

Acknowledged,

Once the weather has settled, we will advise on site visit to listen on accessible assets to determine any potable leaks that could affect the property hopefully in the next few days.

Cheers

Ngā Mihi,

[REDACTED] Team Leader Water Loss Management  
Customer & Operations Group



Tel 04 912 4400 cel [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045  
Level 4, 25 Victoria Street, Petone, Lower Hutt

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit outdoor water use to either  
odd or even days, 6-8am and 7-9pm.**

**Water Restriction Level 1**  

The banner is divided into two horizontal sections. The top section has a light grey background with the text 'Limit outdoor water use to either odd or even days, 6-8am and 7-9pm.' in a bold, dark blue font. The bottom section has a teal background with the text 'Water Restriction Level 1' in white, followed by three stylized water drop icons and the Wellington Water logo.

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Thursday, 12 January 2023 8:35 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Cc:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** RE: 19 Curtis Street, Karori

Hi [REDACTED]

I fully expect it to be ground water but the customer will keep pushing back so this request is more around assurity that we have done everything possible.

The customer believes that we did something on 8 April 2022 which lead to the problem stopping and now it has returned so he thinks it's the same issue. The only thing I could find was that we investigated a service request and couldn't find a leak.

We are also aware that he has sub soil drainage which has not been installed correctly.

Thanks,

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[REDACTED] may have some knowledge of the area to add to this, but as its weather condition dependant as to when we might be able to get up there..

Cheers

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We have fixed two known leaks near the property. The video I have attached shows there is a steady flow which was taken 2 days after the latest repair.



Kind Regards,

**[Redacted]** – Customer Resolution Officer  
Customer Experience Team



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**From:** [REDACTED]  
**Sent:** Thursday, January 12, 2023 10:28 AM  
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Ngā Mihi,

[REDACTED] Team Leader Water Loss Management  
Customer & Operations Group



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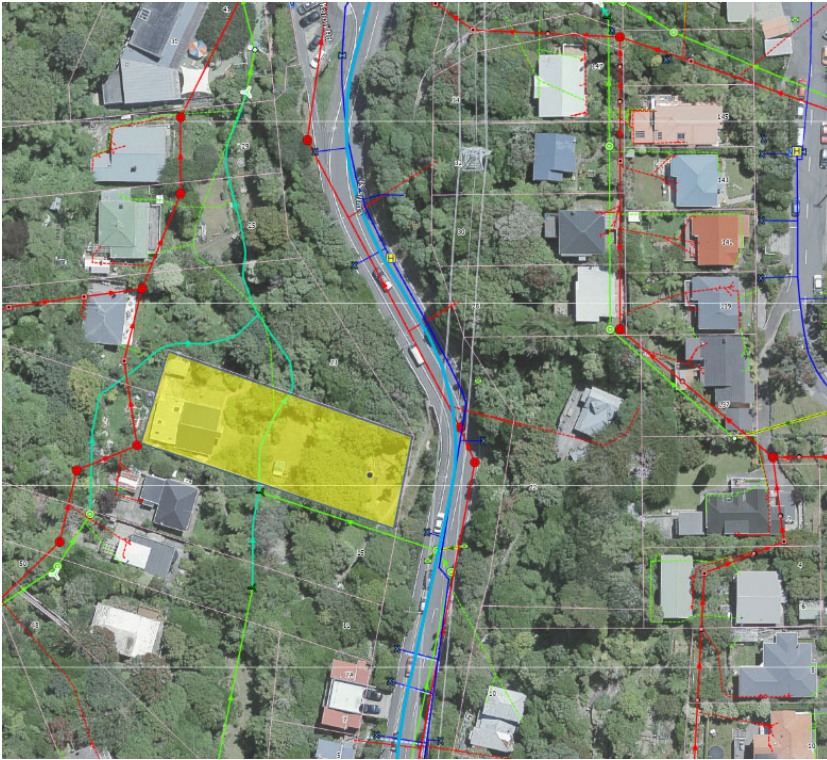
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# Limit outdoor water use to either odd or even days, 6-8am and 7-9pm.

Water Restriction Level



Wellington Water

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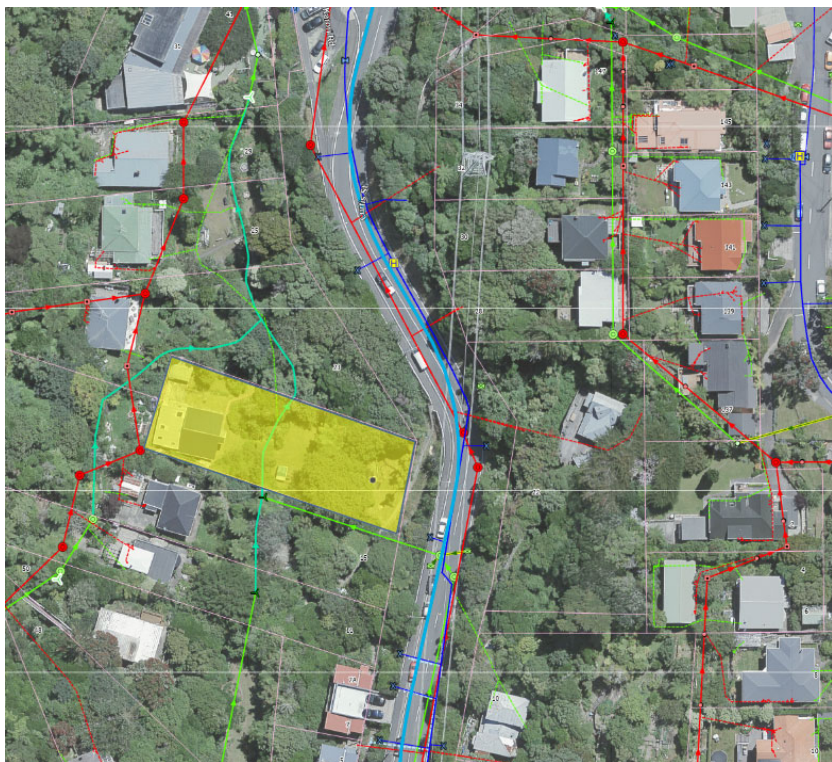
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**Attachments:** IMG\_0257.MOV; IMG\_0266.JPG

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Customer Experience Team



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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
19 Curtis Street, Karori, Wellington, 6012	WCCSR-446454	No Asset Selected	Leaking Pipes 19 CURTIS STREET, Karori-Northland	<p>Steady flow - The water is coming in a much greater volume now. It has swamped the piles and is beginning to cause instability in a newly constructed deck. This is a desperate situation.</p> <p>This new deck was built to replace the previous concrete pad destroyed by leaks from Wellington Water's network.</p> <p>Please come and do the fix that you did last time. Wellington Water should have it on file. The disruption and damage is unbearable.</p>	Potable	2	CLOSE. CAN	8/30/2022 3:51:21 PM	9/1/2022 3:07:00 PM	30 August 2022	Note from Council	<p>Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps:</p> <p><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28350868011046,174.7534267028639">https://www.google.com/maps/search/?api=1&amp;query=-41.28350868011046,174.7534267028639</a></p>
										1 September 2022	This is cancelled. This is a duplicate of WCCSR-339351	This is cancelled. This is a duplicate of WCCSR-339351<!-- RICH TEXT -->
										1 September 2022	Note from Council	Re-assigned by WCC
	WCCSR-446458	No Asset Selected	Leaking Pipes 19 CURTIS STREET, Karori-Northland	<p>Steady flow - This stream should not be here. I have been asking for months. This is due to an unfixed mains leak on the road.</p>	Potable	2	CLOSE. CAN	8/30/2022 3:50:21 PM	9/1/2022 2:25:12 PM	30 August 2022	Note from Council	<p>Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps:</p> <p><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28350868011046,174.7534267028639">https://www.google.com/maps/search/?api=1&amp;query=-41.28350868011046,174.7534267028639</a></p>
										1 September 2022	duplicate of WCCSR-339351 cancelling	duplicate of WCCSR-339351 cancelling<!-- RICH TEXT -->
	WCCSR-477323	No Asset Selected	Leaking Pipes 19 CURTIS STREET, Karori-Northland	<p>&lt;div&gt;31/12/22 RELATED TO CAR R897733 RAISED 26/10/22 &lt;/div&gt;&lt;div&gt;Steady flow - To whom it may concern.</p> <p>I have made a number of complaints over the past 8 months through the council that have been referred onto Wellington Water.</p> <p>These complaints relate to a continued leak at 19 Curtis Street, Karori, Wellington. The water flow is steady and has caused us to demolish a deck and rebuild it. The newly rebuilt deck is suffering. It has been extremely frustrating for us. The amount of water has caused our whole lawn to become a marsh which has attracted a new ecosystem of unpleasant insects and smells.</p> <p>I have made several complaints but have been repeatedly ignored.</p> <p>I request that someone please make contact with me</p>	Potable	2	CLOSE	10/26/2022 10:21:21 AM	12/19/2022 11:41:52 AM	26 October 2022	Note from Council	<p>Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps:</p> <p><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28350868011046,174.7534267028639">https://www.google.com/maps/search/?api=1&amp;query=-41.28350868011046,174.7534267028639</a></p>

to discuss this situation and the plan to remedy it.

Our next steps following this will be legal action. We have tried to pursue other routes but have had no success. This has been disappointing and upsetting.

Kind regards,  
[REDACTED]

15/12 KS Plans ordered 2139055  
15/12 JC - Transpower, chorus, gas ,WE 33KV plans attached.

**Caution:**  
There is High Capacity and/or Fibre Network in the area provided on the plan(s).

**Caution:** There is Core Network in the area provided on the plan(s).

Strategic services in area of enquiry

There are **strategic cables** or pipes in the area covered by the attached plans so **stand over** by an approved Powerco Works Protection Observer may be required. **Before commencing work** you must confirm if a standover is required using the standover contact details provided below.

**CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSETS**

				<p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or standover is required.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;div&gt;&lt;b&gt;&lt;span style="color:red"&gt;Please contact myself or call 0800 248 148 for further instructions to book a Standover.&lt;/span&gt;&lt;/b&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>								
										26 October 2022	Note from Council	Kia ora [REDACTED] Thank you for reaching out to us and apologies for the delay in response! I have called Wellington Water regarding this job and have escalated with their team. As soon as they are available, we should see some resolution. We apologise for the inconvenience this has caused. Nga mihi, [REDACTED]!-- Initial customer request --! Description To whom it may concern. I have made a number of complaints over the

past 8 months through the council that have been referred onto Wellington Water.

These complaints relate to a continued leak at 19 Curtis Street, Karori, Wellington. The water flow is steady and has caused us to demolish a deck and rebuild it. The newly rebuilt deck is suffering. It has been extremely frustrating for us. The amount of water has caused our whole lawn to become a marsh which has attracted a new ecosystem of unpleasant insects and smells.

I have made several complaints but have been repeatedly ignored.

I request that someone please make contact with me to discuss this situation and the plan to remedy it. Our next steps following this will be legal action. We have tried to pursue other routes but have had no success. This has been disappointing and upsetting.

Kind regards,

[Redacted Signature]

26 October 2022

Note from Council

Kia ora [Redacted] Thanks for contacting us. We have passed your enquiry to our Business Hours Team for further investigation as to which team would be best suited to respond. Ng?

mihi, [Redacted] Customer Service Rep | Customer Contact Centre | P 04 499 4444 F



[Redacted] W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description To whom it may concern.

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										29 October 2022	Note from Council	Closed by WCC
										29 October 2022	Actioned on WCCSR-339351	Actioned on WCCSR-339351. <!-- RICH TEXT -->
										12 December 2022	contacted customer	have made contact twice over emails. <!-- RICH TEXT -->
										15 December 2022	LEAK DETECTION-MARKED SERVICE LEAK F/ PATH 2MAN/ PLANS/TRAFFIC MANAGEMENT	SITE INVESTIGATION DONE & LEAK DETECTION. I HAVE MARKED A WATER SERVICE LEAK IN THE FOOTPATH FRONT OF TOBY#19, 2MAN, TRAFFIC MANAGEMENT.
										15 December 2022	Assigned to  @Hub.	
										15 December 2022	15/12 KS Plans ordered 2139055	15/12 KS Plans ordered 2139055<!-- RICH TEXT -->
										16 December 2022	transpower, chorus, gas plans attached. Waiting on WE.	<p>&lt;b&gt;&lt;span style="font-size: 11pt; font-family: Calibri, sans-serif; color: red;"&gt;Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).&lt;/span&gt;&lt;/b&gt;&lt;br /&gt;&lt;/span&gt;&lt;/b&gt;&lt;div&gt;&lt;b&gt;&lt;span style="font-size: 11pt; font-family: Calibri, sans-serif; color: red;"&gt;Caution: There is Core Network in the area provided on the plan(s).&lt;/span&gt;&lt;/b&gt;&lt;/div&gt;&lt;/div&gt;&lt;/div&gt;&lt;/div&gt;&lt;div&gt;&lt;u&gt;&lt;span style="font-size: 14.0pt; color: #C00000; mso-fareast-language: EN-NZ"&gt;Strategic services in area of enquiry&lt;/span&gt;&lt;/u&gt;&lt;/div&gt;&lt;/p&gt;&lt;p class="MsoNormal"&gt;&lt;span style="font-size: 12.0pt; color: #C00000"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;&lt;p class="MsoNormal"&gt;&lt;span style="font-size: 12.0pt; color: #C00000; mso-fareast-language:</p>

																			EN-NZ">There are <b>strategic cables</b> or pipes in the area covered by the attached plans so <b>stand over by an approved Powerco Works Protection Observer may be required. </b>Before commencing work you must confirm if a standover is required using the standover contact details provided below.<o:p></o:p></span></p><!-- RICH TEXT -->
										16 December 2022	WE 33KV plans attached. Attached to 2 man crew - [REDACTED] to organise.	<p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSETS&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span</p>							

											<p style="color:red">All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or standover is required.</p> <p style="color:red">Please contact myself or call 0800 248 148 for further instructions to book a Standover.</p>	
									19 December 2022	<p>tried to call crew for water off details. confirmed its crew.</p>	<p>tried to call crew for water off details. confirmed its crew.</p>	
	WCCSR-477323R	No Asset Selected	Reinstatement: Leaking Pipes 19 CURTIS STREET, Karori-Northland	<p>31/12/22 RELATED TO CAR R897733 RAISED 26/10/22</p> <p>Reinstatement Type Required:</p> <p>Area/Size:</p> <p>Requirements:</p>	Potable	4	CLOSE. CAN	12/21/2022 7:38:32 AM	12/31/2022 11:56:10 PM	31 December 2022	Reinstatement completed under WCCSR-339351R 23/12	
	WCCSR-477325	WCC_PW021377	Seepage 19 Curtis Street, Karori, Wellington, 6012, NZL	<p>Type: water</p> <p>I have made a number of complaints over the past 8 months through the council that have been referred onto Wellington Water.</p> <p>These complaints relate to a continued leak at 19 Curtis Street, Karori, Wellington. The water flow is steady and has caused us to demolish a deck and rebuild it. The newly rebuilt deck is suffering. It has been extremely frustrating for us. The amount of water has caused our whole lawn to become a marsh which has attracted a new ecosystem of unpleasant insects and smells.</p> <p>I have made several complaints but have been repeatedly ignored.</p> <p>Related to SRthomasjoflaherty@gmail.com Address: 19 Curtis Street, Karori, Wellington, 6012, NZL Latitude: -41.283460353519786, Longitude: 174.75324645638466 Incident Address: 19 Curtis Street, Karori, Wellington,</p>	Potable	3	PRECLAIM	10/24/2022 4:11:25 PM	11/6/2023 9:29:39 AM	24 October 2022	Note from Council	<p>Kia ora, Thank you for your email. We have raised a service request with the Water and Drainage Team as they are best suited to respond. Ng? mihi, Customer Service Rep   Customer Contact Centre   P 04 499 4444 F W Wellington.govt.nz PO Box 2199 Wellington 6140 Initial customer request --!</p> <p>Description Type: water I have made a number of complaints over the past 8 months through the council that have been referred onto Wellington Water. These complaints relate to a continued leak at 19 Curtis Street, Karori, Wellington. The water flow is steady and has caused us to demolish a deck and rebuild it. The newly rebuilt deck is suffering. It has been extremely frustrating for us. The amount of water has caused our whole lawn to become a marsh which has attracted a new ecosystem of unpleasant insects and smells. I have made several complaints but have been repeatedly ignored. Related to</p>

				6012, NZL [REDACTED] Investigation on WCCSR-480553 - 22 Curtis Street, Northland								[REDACTED]@gmail.com Address: 19 Curtis Street, Karori, Wellington, 6012, NZL Latitude: -41.283460353519786, Longitude: 174.75324645638466 Incident Address: 19 Curtis Street, Karori, Wellington, 6012, NZL [REDACTED]
										25 October 2022	Note from Council	This one needs some watching as WWL has already marked out the leaks which are so old they needed to be marked out again - really they need repairing. [REDACTED] Principal Advisor     Wellington City Council M [REDACTED] E [REDACTED]@wcc.govt.nz
										26 October 2022	Note from Council	Kia Ora [REDACTED]  Thank you for bringing this to our attention. I have spoken with the Team Leader who is going to attend site today to follow up on the original job which appears to have been lost in the system.  I will keep this one open to manage the complaint and our team will work on the original SR-339351.  Nga mihi [REDACTED]
										7 November 2022	Tom called	Customer called, Tom was wanting an update on this job. Couldn't get a direct hold of the team leader to ask what our plan of action is. Will get an update and get back in touch with customer as soon as an update is available.
										7 November 2022	Update customer	Updated customer that this toby leak has been fixed, and further investigations are still ongoing. This leak has been going on for 8 months and was previously fixed by a repair in the main. Customer has also filed for an OIA through the resolution team.
										8 December 2022	customer called. still leaking. could be related to 22 curtis.	customer called. still leaking. could be related to 22 curtis. . crew is onsite investigating on job WCCSR-480553
										9 December 2022	escalation	Customer is getting frustrated. Emailed TL and TA.

										22 December 2022	customer contact	█ is to speak to this customer. We have advised him the seepage investigation is ongoing. We will need to take a water sample to establish what type of water it is. Happy to wait until the new year. <!-- RICH TEXT -->
										13 January 2023	Private leak identified	Water Loss team identified a private water leak at #15. Reso team to send letter to fix. Will attach once sent. <!-- RICH TEXT -->
										16 January 2023	letter to fix posted on WO# 275684	letter to fix private water leak at 15 Curtis Street posted under WO# 275684<!-- RICH TEXT -->
										27 January 2023	private leak resolved	
										31 January 2023	spoke to Thomas	Arranged to meet █ next Wednesday 8 February 2023 11AM to take a sample of the seepage <!-- RICH TEXT -->
										7 February 2023	rescheduled to 9:30AM tomorrow	
										3 March 2023	water sample was taken	<div>water sample was taken. results are attached.</div><!-- RICH TEXT -->
										3 March 2023	No faults with SW	WO#275164 - CCTV investigation and dye test show no faults with SW main. No dye at seepage point. <!-- RICH TEXT -->
										4 April 2023	outcome letter attached	outcome letter attached and emailed to customer. Engineer and head of customer experience spoke to customer. it has been determined to be natural water as we have found no evidence to suggest pw, ww or sw leak. we can review any new and significant evidence to determine if more investigation is worthy. until then it is a private issue. <!-- RICH TEXT -->
										30 May 2023	No works from Zealandia or Council	Approached Zealandia, WCC Roding and WCC Parks to establish if there was any works they did that could have changed the flow. Unfortunately nothing new turned up. Previous outcome stands. Have advised the customer of this and the job remains open. <!-- RICH TEXT -->
										24 October 2023	seepage on the other side of the road	<p>&lt;p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto"&gt;Kia ora Lisa, &lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto"&gt;Now that summer is here the stench from the leaks</p>

have come back. <o:p></o:p></p>

<p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto"> <o:p></o:p></p>

<p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto">The leaks are very clearly on the side of the road at Curtis Street outside properties 22 and 28. I humbly request that you investigate the source of these leaks. <o:p></o:p></p>

<p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto"> <o:p></o:p></p>

<p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto">They are flowing constantly. I suspect from these properties or properties further above. Perhaps notices could be provided to these properties? Or some investigation done into those leaks. If you send an engineer on a drive by they will immediately see the scale of the problem. <o:p></o:p></p>

<p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto"> <o:p></o:p></p>

<p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto">We do not accept the groundwater hypothesis. But we have limited ability to do our own investigations due to the leaks likely existing on private property elsewhere. The amount of water being lost from the network here is also in the extreme. <o:p></o:p></p>

<p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto"> <o:p></o:p></p>

<p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto">Looking

												forward to hearing from you, <o:p></o:p></p>
												<p>&lt;p class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto"&gt;██████████&lt;/p&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
										24 October 2023	Toby not found - "Leak" isn't potable	<p>As per my description in the job tasks, this water running down the bank along a wide stretch is coming from higher up and behind the property at #22.</p> <p>We attempted to find the water toby to this address but couldn't find it. The ground is too hard and there is no indications of where it could be.</p> <p>Called ██████ out to help with the locate, this lead to nothing really being found. ██████ believes there is a toby near here as he claims to have worked on it at one point years ago, but we cannot find it today and further investigations into this will be needed.</p> <p>In terms of the water leak, I spoke to the resident of the property to ask permission to run a tap for our investigation, and in doing so he outlined to me that he has owned the property for over 6 years and ever since he's been her, there has been a water stream running from behind his property where it escapes under his property but he was unaware of it coming out to the road below.</p> <p>He informed me that the council have come out years ago when he inquired about it and determined that the stream was from a natural stream further up the bank.</p> <p>This leads me to very heavily believe that the water escaping under this property, is intact the same water seen on the street below. This also aligns with the chlorine test taken and the wide area which this water comes onto the street below.</p>
										26 October 2023	close out to customer	<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi;</p>

mso-fareast-language:EN-US">Hi  
Thomas,<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman"&quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman"&quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US">Yes the leaks are located in the road above. Due to the high number of reported water leaks in our system, our service delivery teams and subcontractors are working at capacity. To make sure we reduce as much water loss as possible, we dispatch our teams to the zones within Wellington that are experiencing high amounts of water loss - the jobs within these zones are then prioritised based on the size of the leak. Therefore the Team Leader suggested we send a crew out to assess the seepage first as the leaks may not have been contributing.  
<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman"&quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-



												hansi-theme-font:minor-latin; mso-bidi-font-family:&quot;Times New Roman&quot;;mso-bidi-theme-font:minor-bidi; mso-fareast-language:EN-US">The Service Delivery Team went to site to assess if there were any leaks on the assets in the pathway – none were found. Further investigation uncovered that the running water has been there for several years and has been previously investigated by Council as other members of the community reported it. It was determined that the water source is a natural stream. This is supported by a chlorine test of the seepage which the Technical Advisor took onsite and by nature of the seepage which ebbs and flows throughout the year. <o:p></o:p></span></p><!-- RICH TEXT -->
										6 November 2023	Uyt	
										9 November 2023	Note from Council	Closed by WCC
	WCCSR-479752	No Asset Selected	Leaking Pipes 19 CURTIS STREET, Karori-Northland	Steady flow - Relogging a ticket that relates to #SR-427930. "There is serious property damage here. Please reopen ticket and give me a call to explain." (Thomas O'Flaherty +64212666303)  "There are major leaks all over the roads around Curtis Street and Chator Street. You can't miss them. The leaking of water onto our property at 19 Curtis Street is apocalyptic. It is becoming a swamp. I cannot emphasis enough how dire this situation is."	Potable	2	CLOSE. CAN	10/28/2022 6:51:25 PM	10/29/2022 1:56:07 PM	28 October 2022	Note from Council	Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28350868011046,174.7534267028639">https://www.google.com/maps/search/?api=1&amp;query=-41.28350868011046,174.7534267028639</a>
												relates to SR-427930 Please log a new request for the customer.
										29 October 2022	Actioned on WCCSR-339351	Actioned on WCCSR-339351. <!-- RICH TEXT -->
										29 October 2022	Note from Council	Re-assigned by WCC
	WCCSR-654128	No Asset Selected	Fault 15-19 CURTIS STREET, Karori-Northland	Water is trickling out of the toby on the righthand side of the footpath outside 15-19 Curtis St.	Potable	3	CLOSE. DUP	4/20/2023 2:52:34 PM	4/24/2023 12:22:15 PM	20 April 2023	Note from Council	Address: 15-19 CURTIS STREET, Karori-Northland Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28350870277895,174.75342666485972">https://www.google.com/maps/search/?api=1&amp;query=-41.28350870277895,174.75342666485972</a>
										24 April 2023	Duplicate of WCCSR-477325 cancel and relate	Duplicate of WCCSR-477325 cancel and relate<!-- RICH TEXT -->
										24 April 2023	Note from Council	Re-assigned by WCC
	WO-363853	No Asset Selected	Leaking toby - 19 Curtis Street, Karori	<div>CAR R983821 </div><div>Water leak near recently worked on toby. Photos	Potable	3	COMP. WAW	9/11/2023 2:32:01 PM	9/21/2023 9:20:13 AM	11 September 2023	customer email	<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New

				<p>attached. &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;Previous works conducted under WCCSR-339351 / WO# 159228 &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;11/9/23 HM - Plans ordered &lt;span style="background-color: rgb(255, 255, 255); color: rgba(0, 0, 0, 0.87); font-family: -apple-system, BlinkMacSystemFont, system-ui, &amp;quot;Segoe UI&amp;quot;, Roboto, &amp;quot;Fira Sans&amp;quot;, &amp;quot;Droid Sans&amp;quot;, &amp;quot;Helvetica Neue&amp;quot;, Arial, sans-serif; font-size: 1rem; text-wrap: nowrap;"&gt;2272400&lt;/span&gt;&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;12/9/23 KT Plans attached- WAITING FOR WE&lt;/div&gt;&lt;div&gt;13.09 MF Attached all plans &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).&lt;/div&gt;&lt;div&gt;Caution: There is Core Network in the area provided on the plan(s).&lt;/div&gt;&lt;div&gt;TRANSPower IN THE AREA &lt;/div&gt;&lt;div&gt;BULK WATER IN THE AREA &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>								<p>Roman&amp;quot;"&gt;Kia ora again Lisa, &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;I am getting in touch about a faulty toby that was installed by your engineering team. &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;br /&gt;You'll see in this chain that I got in touch about this in March. &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;The toby that was installed appears to be leaking so much water that it has been coming up through the bitumen on the footpath. We had our own freshwater pipe replaced before the new toby went in as a way to try to eliminate the source of the water. We have had those plumbers back to look and they have explained that it is an issue with the toby (which went in after they did their replacement work). &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;The water of course has continued. And even if it is groundwater (which we do not believe it is) it is certainly not helped by a leaky water mains. This new leak</p>
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											<p>at the mains has been going on since March. &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;Would you please have someone come to take a look? I've attached a couple of newer photos showing the leak. &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;br /&gt;Thanks, &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;██████████ &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
									11 September 2023	Plans ordered 2272400	Plans ordered <span style="text-wrap: nowrap; background-color: rgb(255, 255, 255); color: rgba(0, 0, 0, 0.87); font-family: -apple-system, BlinkMacSystemFont, system-ui, &quot;Segoe UI&quot;, Roboto, &quot;Fira Sans&quot;, &quot;Droid Sans&quot;, &quot;Helvetica Neue&quot;, Arial, sans-serif; font-size: 1rem;">2272400</span><!-- RICH TEXT -->
									11 September 2023	assigned to ████████ to rover	assigned to ████████ to rover<!-- RICH TEXT -->
									12 September 2023	Leak detection done	Marked service leak f/ path 2man + traffic management. Contacted kim loading service plans today.
									12 September 2023	Plans loaded.	
									14 November 2023	CAR R983821	
	WO-363853R	No Asset Selected	Reinstatement: Leaking toby - 19 Curtis Street, Karori	<div>CAR R983821 </div><div>Reinstatement Type Required: <b>Asphalt Footpath</b></div><div>Area/Size: <font size="2"><b></b></font></div><div>Requirements: <font size="2"><b></b></font></div><!-- RICH TEXT ->	Potable	4	RCVD	9/21/2023 9:22:02 AM	21 September 2023	reinstatement note	if the reinstatement area includes where the little toby box is (up against the fenceline), could that please be repositioned so the lid could be opened? <!-- RICH TEXT -->

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
22 Curtis Street, Northland, Wellington, 6012	WCCSR-122161	No Asset Selected	Loss of Service 22 CURTIS STREET, Karori-Northland	<div>Complete loss of water - Caller reported that he has had no water since noon yesterday. He is unsure whether this issue is also affecting neighbouring properties. Please attend and assess asap. Contact caller on [REDACTED] if you require any further information.</div><div> </div><!-- RICH TEXT -->	Potable	1	CLOSE	3/12/2021 10:02:17 AM	3/12/2021 10:16:47 AM	12 March 2021	Note from Council	Address: 22 CURTIS STREET, Karori-Northland Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.2835262638337,174.75383851876757">https://www.google.com/maps/search/?api=1&amp;query=-41.2835262638337,174.75383851876757</a>
										12 March 2021	The customer will be calling back.	The customer will be calling back after checking his toby.<!-- RICH TEXT -->
										12 March 2021	the customer called back to advised his toby was turned off	He has water now, this job will be closed off.<!-- RICH TEXT -->
										15 March 2021	Note from Council	Closed by WCC
	WCCSR-480553	No Asset Selected	Leaking Pipes 22 Curtis Street, Northland (ROVER)	<div>Steady flow - Water pouring onto the road.</div><div> </div><div>4/11/22 KT - Plans ordered 2117062 </div><div>7/11/22 nb plans attached </div><table border="0" cellpadding="0" class="MsoNormalTable"><tbody><tr><td style="padding:.75pt .75pt .75pt .75pt"><p><b><span style="color:red">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).  Caution: There is Core Network in the area provided on the plan(s). </span></b><span style="color:#444444"><o:p></o:p></span></p></td></tr></tbody></table><u><span style="color: rgb(192, 0, 0);"><font size="2">Strategic services in area of enquiry</font></span></u><div><font size="2"><span style="color: rgb(192, 0, 0);">There are </span><b style="color: rgb(192, 0, 0);">strategic cables</b><span style="color: rgb(192, 0, 0);"> or pipes in the area covered by the attached plans so </span><b style="color: rgb(192, 0, 0);">stand over by an approved Powerco Works Protection Observer may be required. </b><span style="color: rgb(192, 0, 0);">Before commencing work you must confirm if a standover is required using the standover contact details provided below.</span> </font></div><div> <b><span style="color:red">CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSETS</span></b></div>	Potable	3	CLOSE	10/30/2022 1:36:28 PM	3/7/2023 1:39:42 PM	30 October 2022	Note from Council	Address: 22 Curtis Street, Northland, Wellington, 6012, NZL Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28345061157159,174.75369706749916">https://www.google.com/maps/search/?api=1&amp;query=-41.28345061157159,174.75369706749916</a>

				<p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or standover is required.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt;Please contact myself or call 0800 248 148 for further instructions to book a Standover.&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;b&gt;&lt;span style="color:red"&gt; &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;&lt;/td&gt; <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </p>									
										4 November 2022	Plans ordered	4/11/22 KT - Plans ordered 2117062 <!-- RICH TEXT -->	
										7 November 2022	Assigned to [REDACTED]	Crew to rover<!-- RICH TEXT -->	
										7 November 2022	Plans attached	Plans attached <div><table border="0" cellpadding="0"	

												<p>class="MsoNormalTable"&gt;&lt;tbody&gt;&lt;tr&gt;&lt;td style="padding: 0.75pt;"&gt;&lt;p&gt;&lt;b&gt;&lt;span style="color: red;"&gt;Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).&lt;br /&gt;&lt;br /&gt;Caution: There is Core Network in the area provided on the plan(s).&lt;/span&gt;&lt;/b&gt;&lt;/span&gt;&lt;/td&gt;&lt;/tr&gt;&lt;/tbody&gt;&lt;/table&gt;&lt;div&gt; &lt;/div&gt;&lt;p class="MsoNormal"&gt;&lt;u&gt;&lt;span style="font-size: 14pt; color: rgb(192, 0, 0);"&gt;Strategic services in area of enquiry&lt;/span&gt;&lt;/u&gt;&lt;/p&gt;&lt;p class="MsoNormal"&gt;&lt;span style="font-size: 12pt; color: rgb(192, 0, 0);"&gt;&lt;/span&gt;&lt;/p&gt;&lt;div&gt;&lt;span style="color: rgb(192, 0, 0); font-size: 12pt;"&gt;There are &lt;/span&gt;&lt;b style="color: rgb(192, 0, 0); font-size: 12pt;"&gt;strategic cables&lt;/b&gt;&lt;span style="color: rgb(192, 0, 0); font-size: 12pt;"&gt; or pipes in the area covered by the attached plans so &lt;/span&gt;&lt;b style="color: rgb(192, 0, 0); font-size: 12pt;"&gt;stand over by an approved Powerco Works Protection Observer may be required. &lt;/b&gt;&lt;span style="color: rgb(192, 0, 0); font-size: 12pt;"&gt;Before commencing work you must confirm if a standover is required using the standover contact details provided below.&lt;/span&gt; &lt;/div&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										7 November 2022	Waiting on WE	Waiting on WE<!-- RICH TEXT -->
										17 November 2022	WE plans attached	WE plans attached <!-- RICH TEXT -->
										14 December 2022	Customer called in for update	Customer called in very upset that this job has not bed done yet, told him that we have escalated it to a TL and it has been assigned to a crew member. <!-- RICH TEXT -->
										7 March 2023	reassigned to cam	reassigned to cam<!-- RICH TEXT -->
										10 March 2023	Note from Council	Closed by WCC
	WCCSR-865816	No Asset Selected	Fault 22 CURTIS STREET, Karori-Northland	Water pipe leaking and spraying across the road.	Potable	3	CLOSE. DUP	11/30/2023 7:15:22 AM	11/30/2023 9:15:52 AM	30 November 2023	Note from Council	<p>Address: 22 CURTIS STREET, Karori-Northland Open in Google Maps:</p> <p><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.283526263841566,174.75383851825282">https://www.google.com/maps/search/?api=1&amp;query=-41.283526263841566,174.75383851825282</a></p>
										30 November 2023	related to WCCSR-864716, closing job	related to WCCSR-864716, closing job <!-- RICH TEXT -->
										30 November 2023	Note from Council	Re-assigned by WCC



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
34 Curtis Street, Northland, Wellington, 6012	WCCSR-315175	No Asset Selected	Leaking Pipes 30-34 CURTIS STREET, Karori-Northland	Steady flow - There is water running from a pipe above the walkway from Creswick Tce to Curtis St - not sure which property it is coming from (30, 32 or 34) but it's constant.	Potable	2	CLOSE. CAN	1/26/2022 8:12:21 AM	1/28/2022 4:21:41 PM	26 January 2022	Note from Council	Address: 30-34 CURTIS STREET, Karori-Northland Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28295979606019,174.7535357134202">https://www.google.com/maps/search/?api=1&amp;query=-41.28295979606019,174.7535357134202</a>
										28 January 2022	duplicate of WCCSR-302448 cancelling	duplicate of WCCSR-302448 cancelling<!-- RICH TEXT -->
										28 January 2022	Note from Council	Re-assigned by WCC



council_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	address	Priority	allocation	responsible_user	details	Data_Source	_id_asset	asset_id	asset_description	
Grand Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	17
36 curtis stnorthlandwgt n	WCC	Stormwater	WCC2432077	System faults	SW-P2 Non-Urgent Fault	24 Feb 2016	Completed	24 Feb 2016	P3	CityCare	Wellington Water	Access way between Creswich Tce and Curtis St there is a water leak. Can someone please attend and assess, water has investigated and found an old s/w pipe please investigate	Councils				1
			WCC2459528	0	SW-Enquiry to Engineer	19 May 2016	In progress	02 Jun 2016	P4	WWL	████████	Advised that she has a culvert that runs through her property. can see this on Webmap. She is wondering who maintains the bridge and sides that cover this culvert? Please contact.	Councils				1
			WCC2508030	System faults	SW-P2 Non-Urgent Fault	27 Oct 2016	Completed	28 Oct 2016	P3	CityCare	City Care - Storm Water	Caller advised that there is a stormwater manhole cover located in her property that belongs to Council and Council has access to it. Someone from Council during lunch time have opened the manhole cover and left it uncovered. Caller recently had a shoulder surgery and she cant lift it or drag it and advised that its dangerous to be left uncovered. There is bridge access from public path to callers property and the manhole cover is located under the bridge on callers garden. Please attend and get this covered. Also please contact caller in regards to this.	Councils				1
		Water	WCC2430635	0	W-P3 Minor Leaks	20 Feb 2016	Completed	23 Feb 2016	P3	CityCare	Wellington Water	Access way between Creswich Tce and Curtis St there is a water leak. Can someone please attend and assess	Councils				1
36 curtis street	WCC	Water	WCC2431886	0	W-Enquiry to Engineer	23 Feb 2016	Completed	21 Mar 2016	P4	WWL	████████	Can you please look into SR 2430635 the caller is adamant that this is coming from the toby here. Please call to discuss.	Councils				1
36 curtis street, northland, wellington, 6012	WCC	Stormwater	WCCSR-202811		General Fault	19 Jul 2021	90 closed (close)	26 Jul 2021	P3	007-WGTN-SW-RETC	████████	Fault 36 CURTIS STREET, Karori-Northland	Maximo				1
			WCCSR-202817		Information Request Public	19 Jul 2021	90 closed (close)	26 Jul 2021	P4	007-WGTN-SW-RETC	████████	Public Info Request 36 CURTIS STREET, Karori-Northland	Maximo				1

			WCCSR-205932	System faults	Lid Missing/Loose/Broken	23 Jul 2021	90 closed (close)	28 Jul 2021	P1	007-WGTN-SW-RETC-COLL-ILIO	████████	Lid Issue 36 CURTIS STREET, Karori-Northland	Maximo	1245590	WCC_SW 015739	Wcc_sw015739 inlet silt trap	1
			WCCSR-235563		General Fault	17 Sep 2021	90 closed (close)	01 Oct 2021	P3	007-WGTN-SW-RETC-COLL-ILIO	████████	Fault 36 CURTIS STREET, Karori-Northland	Maximo	1245590	WCC_SW 015739	Wcc_sw015739 inlet silt trap	1
			WCCSR-302448	System faults	Leaking Pipes	05 Jan 2022	90 closed (close)	31 Jan 2022	P3	007-WGTN-SW-RETC	████████	Leaking Pipes 36 Curtis Street, Northland	Maximo				1
			WCCSR-367457		General Fault	21 Apr 2022	90 closed (close)	22 Apr 2022	P3	007-WGTN-SW-RETC-COLL-ACCS	████████	Fault 36 Curtis Street, Karori-Northland (ROVER)	Maximo	261294	WCC_SW 010953	Wcc_sw010953 access chamber manhole	1
		Wastewater	WCC2918914		General Fault	23 Jul 2020	90 closed (close)	06 Aug 2020	P2	007-WGTN-WW-RETC	Not Taken	Fault 36 Curtis St Northland Wgtn	Maximo				1
		Water	WCCSR-302448-1		Instructed Works	31 Jan 2022	90 closed (close)	01 Feb 2022	P4	007-WGTN-PW-RETC	████████	PRIVATE LEAK; 36 Curtis St, Northland	Maximo				1
			WCCSR-322400	System faults	Leaking Pipes	05 Feb 2022	90 closed (close)	08 Feb 2022	P2	007-WGTN-PW-RETC	████████	Leaking Pipes 36 CURTIS STREET, Karori-Northland	Maximo				1
			WCCSR-609880		General Fault	06 Mar 2023	00 received (rcvd)		P3	007-WGTN-PW-RETC	████████	Fault 36 Curtis Street, Northland, Wellington, 6012	Maximo				1
Curtis st 36 curtis st northland wgtn	WCC	Water	WCC2843635		Leaking Pipes	12 Oct 2019	Completed	08 Nov 2019	P2	FH	FH	Customers toby is leaking. The toby is outside the customers house which is on on the pathway between Curtis Tce and Creswick .	MagicBus		WCC_PW 020920	Water valve: wcc_pw020920	1
Curtis st 136 curtis st northland wgtn	WCC	Water	WCC2878229	No water calls to council	Loss of Service	03 Feb 2020	Cancelled		P1	FH	FH	Caller advised he has no water at his address. Know there is a shutdown in Northland area although Curtis St wasnt on this list and water is suppose to be back on by now. Please investigate.	MagicBus				1

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
36 Curtis Street, Northland, Wellington, 6012	WCC2918914	No Asset Selected	Fault 36 Curtis St Northland Wgtn	Caller advised contractors were onsite today replacing WW manhole opposite 36 Curtis St, however they have left behind the old manhole cover. Currently on the grass verge next to driveway of 36 Curtis St, on callers plants. Please attend to remove.	Wastewater	2	CLOSE	7/23/2020 1:48:52 PM	7/29/2020 10:30:23 AM	7/23/2020 1:49:18 PM	Note from Council	
										7/23/2020 2:15:25 PM		No customer contact details. Will get team to assess.<!-- RICH TEXT -->
										7/29/2020 10:24:11 AM	Removed manhole	Removed manhole from property
	WCCSR-202811	No Asset Selected	Fault 36 CURTIS STREET, Karori-Northland	Caller has a stormwater culvert on her property which overflowed in the storm over the weekend. Appears the stormwater drain running through property needs clearing	Stormwater	3	CLOSE. CAN	7/19/2021 4:03:21 PM	7/26/2021 4:56:57 PM	7/19/2021 4:04:33 PM	Note from Council	Address: 36 CURTIS STREET, Karori-Northland Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643">https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643</a>
										7/26/2021 4:56:52 PM	Duplicate of ref WCCSR-205932. Cancelling.	Duplicate of ref WCCSR-205932. Cancelling. <!-- RICH TEXT -->
										7/28/2021 9:58:19 AM	Note from Council	Re-assigned by WCC
	WCCSR-202817	No Asset Selected	Public Info Request 36 CURTIS STREET, Karori-Northland	Has a stormwater culvert on her property which overflowed in the storm. Is requesting someone contact to discuss a long term solution as the culvert currently overflows and damages property	Stormwater	4	CLOSE. CAN	7/19/2021 4:03:28 PM	7/26/2021 4:57:15 PM	7/19/2021 4:04:21 PM	Note from Council	Address: 36 CURTIS STREET, Karori-Northland Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643">https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643</a>
										7/26/2021 4:57:14 PM	Duplicate of ref WCCSR-205932. Cancelling.	Duplicate of ref WCCSR-205932. Cancelling. <!-- RICH TEXT -->
										7/28/2021 9:58:20 AM	Note from Council	Re-assigned by WCC
	WCCSR-205932	WCC_SW015739	Lid Issue 36 CURTIS STREET, Karori-Northland	Advised they have a council manhole on their property and the lid has dislodged during the recent storm as the surge of water must have pushed it off. They cannot lift it to place it back and it has left the drain open. Please attend to put in place.	Stormwater	1	CLOSE	7/23/2021 3:02:21 PM	7/28/2021 8:27:26 AM	7/23/2021 3:03:40 PM	Note from Council	Address: 36 CURTIS STREET, Karori-Northland Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643">https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643</a>
										7/23/2021 3:12:21 PM	Note from Council	Called through
										7/23/2021 3:17:23 PM	Assigned to █████ to attend.	Assigned to █████ to attend. <!-- RICH TEXT -->
										7/26/2021 8:59:19 AM	Please pass to engineer	We arrived on site and found the stormwater lid on the property had popped off, we slid the lid back onto the main. Spoke to the customer and they said the lid has an issue in heavy rain and not just in floods, and says the original intake blocks up every other day, please pass to Engineer to take a look. Thank you

										7/26/2021 8:59:19 AM	Status Change to PAUSE	Please pass to [REDACTED]
										7/31/2021 8:36:48 AM	Note from Council	Closed by WCC
	WCCSR-235563	WCC_SW015739	Fault 36 CURTIS STREET, Karori-Northland	<p>&lt;div&gt;Caller had some people from WW come and access the storm water pipes that run through the side of there yard. (Council pipes). The pipes flood the property every time there is a weather event and the people on site at the time who assessed them said to the caller that they would need to get someone out to take a look. The jobs have all been closed and no one has called the customer to have a chat about what can be done and no assessment has been done as they where told. Could we please take a look at this to help mitigate the situation for future. Thank you.&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;&lt;br /&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Stormwater	3	CLOSE	9/17/2021 4:08:21 PM	10/1/2021 9:42:26 AM	9/17/2021 4:09:52 PM	Note from Council	Address: 36 CURTIS STREET, Karori-Northland Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643">https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643</a>
										9/21/2021 1:39:13 PM	Assigned to [REDACTED] to investigate.	
										9/30/2021 2:18:00 PM	Stormwater issue	Arrived onsite with [REDACTED] and drove up to ceswick terrace which is a easy access to 36 Curtis st and tried ringing the customer no answer even knocked on property and nobody home,so we checked the storm water main was clear also there was a grid on the property it was still flowing,just little leaves that was cleared out but need more information or photos where it floods.
										9/30/2021 2:18:01 PM	Status Change to PAUSE	More investigation
										10/1/2021 1:55:36 PM	Note from Council	Kia ora, No this has not been resolved. As the 'description ' states' no one has called to discuss what has been done and how the water damage will be addressed and damage will not occur in the future. Stating that the job has been resolved but not saying how that has been done nor talking to me has yet to occur. I look forward to talking with someone at an appropriate level. The 2 employees from Wellington water agreed on airdropping photos of the event 'it was a bigger job than just putting back the manhole cover which they did because of health & safety'.

												<p>I look forward to an on site conversation or at least a conversation. I have a large pipe, manhole access to the storm water system and a now not needed empty , filling with leaves ,large well on my fully rated property, Ng? mihi</p> <p>Owner &amp; resident of 36 Curtis Street Northland</p> <p>@gmail.com</p> <p>&gt;</p>
	WCCSR-302448	No Asset Selected	Leaking Pipes 36 Curtis Street, Northland	Trickle - Ongoing SW seepage issue from pipe on bank 36 Curtis St even during dry weather still leaks and floods during weather events	Stormwater	3	CLOSE	1/5/2022 11:17:23 AM	1/31/2022 11:24:47 AM	1/5/2022 11:17:35 AM	Note from Council	<p>Address: 36 CURTIS STREET, Karori-Northland</p> <p>Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643">https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643</a></p>
										1/12/2022 11:44:11 AM	assigned to 1P rover crew	assigned to 1P rover crew<!-- RICH TEXT -->
										1/17/2022 4:06:41 PM	Note from Council	Customer called regarding the water leak. Advised it is a steady flow now and the road is slippery. Please attend.
										1/31/2022 9:40:34 AM	Note from Council	Caller rang back to follow up on the leak and reaffirm that it was posing a health and safety issue. Rang through to WW to escalate and follow up.
										1/31/2022 11:11:34 AM	Investigation	Arrived on site located issue found that there was a loud roaring sound coming from the bank and it's a water pipe talked to the customer and she said that she has been asking for this job to be sorted immediately please pass to water team for further investigation thank you
										1/31/2022 12:06:11 PM		Water investigation on WCCSR-302448-1 internal job<!-- RICH TEXT -->
										2/3/2022 11:37:38 AM	Note from Council	Closed by WCC
	WCCSR-302448-1	No Asset Selected	PRIVATE LEAK; 36 Curtis St, Northland	<div>Drainage attended on WCCSR-302448, notes:<span style="color: rgb(128, 128, 128);">Arrived on site located issue found that there was a loud roaring sound coming from the bank and it's a water pipe talked to the customer and she said that she has been asking for this job to be sorted immediately please pass to water	Potable	4	CLOSE	1/31/2022 11:39:19 AM	3/11/2022 7:44:02 AM	2/1/2022 12:12:20 PM	Customer phoned	Customer phoned called to followed up on job, advised that she received a text stating that job has completed however nothings been done. I had a look, drainage team had done investigations and passed it to water to investigate and customer was not advised. We have advised customer that we will have this

				team for further investigation thank you							escalated and get a crew out there as soon as.	
				This might be a private leak, no assets on this hill.							Rich Text	
										2/1/2022 12:21:21 PM	to rover	Rich Text
										2/1/2022 3:05:25 PM	Status Change to PAUSE	Located a private water leak after Toby ( 6m past point supply to #28 Curtis street/ Assign to Private leaks.
										2/4/2022 2:13:53 PM	Private leak	Assigned to Rich Text
										2/11/2022 1:27:14 PM	Letter has been sent.	<p>Notice to fix has been sent to the property owner.</p> <p>and</p> <p>22 Domett Ave</p> <p>Epsom</p> <p>Auckland 1023</p>
										2/16/2022 2:14:21 PM	Letter has been sent to 28 Curtis Street.	<p>The private was found on the property of 28 Curtis Street.</p> <p>Letter has been sent.</p> <p>28 Curtis Street, Northland</p> <p>Postal</p>

												- 65 Viewmont Dr Harbour View Lower Hutt 5010</span> </div><!-- RICH TEXT -->
										3/8/2022 10:34:40 AM	Further P2 raised	Steady flow - Caller has advised that there is a leak coming out from a pipe up a bank, caller has advised that it is like a running hose on full strength. This was logged before and now it has got worse. Please access<!-- RICH TEXT -->
										3/11/2022 7:44:00 AM	repaired	Private leak has been repaired<!-- RICH TEXT -->
	WCCSR-322400	No Asset Selected	Leaking Pipes 36 CURTIS STREET, Karori-Northland	Steady flow - Water leak from under path, high rate	Potable	2	CLOSE. CAN	2/5/2022 11:17:21 AM	2/8/2022 10:03:35 AM	2/5/2022 11:17:32 AM	Note from Council	Address: 36 CURTIS STREET, Karori-Northland Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643">https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643</a>
										2/8/2022 10:03:29 AM	duplicate of WCCSR-302448-1 cancelling	<div>duplicate of WCCSR-302448-1 cancelling</div><div style="color: rgb(128, 128, 128);">private leak </span> </div><!-- RICH TEXT -->
										2/8/2022 10:05:34 AM	Note from Council	Re-assigned by WCC
	WCCSR-367457	WCC_SW010953	Fault 36 Curtis Street, Karori-Northland (ROVER)	Caller has reported that there has been some work done at 36 Curtis Street on the culvert and the cover was moved for this. Caller has advised that the cover was never put back in place and this has created an H&S hazard this needs to be fixed asap to prevent injury.	Stormwater	3	CLOSE	4/21/2022 12:24:21 PM	4/22/2022 2:54:46 PM	4/21/2022 12:24:34 PM	Note from Council	Address: 36 CURTIS STREET, Karori-Northland Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643">https://www.google.com/maps/search/?api=1&amp;query=-41.28256529892483,174.75389548435643</a>
										4/22/2022 2:12:56 PM	Lid placed back	Arrived onsite, Saw that the lid wasn't placed where it's meant to, Placed lid back into place and spoke to the homeowner onsite also, Job done.
										4/25/2022 3:37:39 PM	Note from Council	Closed by WCC
	WCCSR-609880	WCC_PWP00666 2	Fault 36 Curtis Street, Northland, Wellington, 6012	<div>Water leak coming out of the Toby and is it a steady flow please access</div><div> </div><div>7/3 GP ordered plans 2172910 </div><div> </div><div>08/032 CM - Reordered plans <font size="2"><b><font color="#ff0000">2174177</font></b> </font></div><div>as leak is from toby on shared pathway</div><div> </div><div> </div><div> </div><div> 9/3 LG- plans attached waiting on powerco plans . </div><div> </div><div> <b><span style="color:red">Caution: There is High	Potable	3	CLOSE	3/6/2023 8:26:23 AM	5/12/2023 7:49:37 AM	3/6/2023 8:26:33 AM	Note from Council	Address: 36 Curtis Street, Northland, Wellington, 6012 Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.282565319576555,174.75389546470436">https://www.google.com/maps/search/?api=1&amp;query=-41.282565319576555,174.75389546470436</a>

				<p>Capacity and/or Fibre Network in the area provided on the plan(s).</p> <p><b>Caution:</b> There is Core Network in the area provided on the plan(s).</p> <p>TRANSPOWER IN AREA</p> <p>13/3 LG- powerco plans attached</p> <p><b>Rich Text</b></p>								
											<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora [REDACTED]</p> <p>Thank you for reporting this water and drainage issue to us.</p> <p>The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.</p> <p>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</p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>	
										3/7/2023 10:48:55 AM	7/3 GP ordered plans 2172910	7/3 GP ordered plans 2172910
										3/8/2023 3:32:29 PM	Reordered plans 2174177 - toby on pathway leaking	Reordered plans 2174177 as leak is from toby on shared pathway, not the road as confirmed by call with customer.



										3/9/2023 9:10:41 AM	plans attached waiting on powerco plans .	<div>9/3 LG- plans attached waiting on powerco plans .</div><div> </div><div> <b><span style="color: red;">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</span></b></div><p> </p><p><b><span style="color: red;">o:p</o:p></span></b></p><b><span style="color: red;">an style="color: red;">Caution: There is Core Network in the area provided on the plan(s).</span></b></p><!-- RICH TEXT -->
										3/9/2023 9:11:09 AM	TRANSPower IN AREA	<span class="ui-provider wc b c d e f g h i j k l m n o p q r s t u v w x y z ab ac ae af ag ah ai aj ak" dir="ltr">TRANSPower IN AREA</span><!-- RICH TEXT -->
										3/13/2023 8:55:50 AM	- powerco plans attached	13/3 LG- powerco plans attached <!-- RICH TEXT -->
										5/15/2023 8:40:52 AM	Note from Council	Closed by WCC
	WCCSR-865545	No Asset Selected	Fault 36 CURTIS STREET, Karori-Northland	<div>Water spurting out of pipe in bank</div><div> </div><div>29/11 LS - Plans ordered 2316380 </div><div>30.11 MF Attached plans waiting on WE sent email</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><o:p></o:p></span></b></p><div><b><span style="font-size:9.0pt;font-family:"Calibri",sans-serif;mso-fareast-font-family:Calibri;mso-fareast-theme-font:minor-latin;color:red;mso-ansi-language:EN-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 -->	Potable	3	CLOSE. DUP	11/29/2023 2:58:29 PM	12/5/2023 11:45:36 AM	11/29/2023 2:58:40 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.  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
										11/29/2023 2:58:40 PM	Note from Council	Address: 36 CURTIS STREET, Karori-Northland Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.282565298932695,174.75389548384166">https://www.google.com/maps/search/?api=1&amp;query=-41.282565298932695,174.75389548384166</a>

										11/29/2023 3:30:39 PM	Plans ordered 2316380	Plans ordered 2316380 <!-- RICH TEXT -->
										11/30/2023 3:26:18 PM	Attached plans waiting on WE sent email	Attached plans waiting on WE sent email<!-- RICH TEXT -->
										12/5/2023 10:21:50 AM	duplicate of WCCSR-864716 cancelling	duplicate of WCCSR-864716 cancelling<!-- RICH TEXT -->
										12/5/2023 11:50:38 AM	Note from Council	Re-assigned by WCC

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
2 Putnam Street, Northland, Wellington, 6012	WCCSR-214566	WCC_WWP000917	Leaking Pipes 2 PUTNAM STREET, Northland	<p>Trickle - We live at 2 Putnam St. In the last few months water has been draining out of the bank behind us, through subsurface drains and cracks in a retaining wall, onto the path on the south side of the house. We have lived here for over 10 years and this area used to dry out after rain. We are talking to the homeowner at No 6, to see if they have any water leaks, but I would like to have the sewer line that runs between the two houses checked to make sure it does not have a crack or tree roots through it - its the line shown at an angle running beneath the access path to #4.</p> <p>Thank you</p>	Wastewater	3	CLOSE	8/7/2021 2:40:24 AM	8/20/2021 12:54:15 PM	8/7/2021 2:41:07 AM	Note from Council	<p>Kia ora [REDACTED] Thanks for reaching out to us! We've gone ahead and passed this over to Wellington Water, and they'll look into it just as soon as they can. If there's anything else at all we can help with, please be sure to let us know.</p> <p>Ng? mihi, [REDACTED] Customer Service Rep   Customer Contact Centre   P 04 499 4444 F [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description Can I please request an inspection of the sewer pipe between 4 and 6 Putnam Street.</p> <p>We live at 2 Putnam St. In the last few months water has been draining out of the bank behind us, through subsurface drains and cracks in a retaining wall, onto the path on the south side of the house. We have lived here for over 10 years and this area used to dry out after rain. We are talking to the homeowner at No 6, to see if they have any water leaks, but I would like to have the sewer line that runs between the two houses checked to make sure it does not have a crack or tree roots through it - its the line shown at an angle running beneath the access path to #4.</p> <p>Thank you</p> <p>[REDACTED] 2 Putnam Street, Northland, Wellington 6012 Sara mob: [REDACTED]</p>
										8/7/2021 2:41:07 AM	Note from Council	<p>Address: 2 PUTNAM STREET, Northland Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1">https://www.google.com/maps/search/?api=1</a></p>

											&query=-41.28357759757264,174.7544836032953
									8/9/2021 9:36:21 AM	Team to assess this site	Team to assess this site. Sent to TL to assign to team to assess<!-- RICH TEXT -->
									8/20/2021 11:48:23 AM	Received call from ██████ to assign to ██████	Received call from ██████ to assign to ██████ <!-- RICH TEXT -->
									8/20/2021 12:33:18 PM	No work found.	Arrived on site and spoke tho the customer. Customer showed me where leak had been coming from when it was dry. Says water didn't smell nor was there any colour to the water. Conducted a dye test from the main at number 4 and it came through to the main at number 2 with ease. Had a listen to number 2s toby as it was inline with the retaining Walland could not hear anything, same goes for number 6s toby. No work found.
									8/23/2021 1:38:36 PM	Note from Council	Closed by WCC
	WO-300165	No Asset Selected	RWL: Leaking Sluice valve @ 7 LPM: 2 Putnam Street, Northland, Wellington, 6012,	<div>RWL: Leak detection have identified a leaking Sluice valve on the 01/03/2023 . @ 7 LPM located on the road and it is not visible </div><div> </div><div>17/03/2023 ██████ - I have ordered the plans - <span style="background-color: rgb(255, 255, 255); color: rgba(0, 0, 0, 0.87); font-family: -apple-system, BlinkMacSystemFont, system-ui, &quot;Segoe UI&quot;, Roboto, &quot;Fira Sans&quot;, &quot;Droid Sans&quot;, &quot;Helvetica Neue&quot;, Arial, sans-serif; font-size: 1rem; text-wrap: nowrap;">2178927</span></div><div> 24/03/2023 HJR - I have attached the plans - </div><div> </div><div> <b><span style="color:red">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</span></b></div><p><b><span style="color:red"><!--[endif]--></span></b></p></div></p></div></p>	Potable	3	RCVD	3/17/2023 8:35:55 AM	3/17/2023 8:39:23 AM	RWL: Leak detection have identified a leaking Sluice valve on the 01/03/2023 . @ 7 LPM located on th	RWL: Leak detection have identified a leaking Sluice valve on the 01/03/2023 . @ 7 LPM located on the road and it is not visible <!-- RICH TEXT -->

				<p>           &lt;p&gt;&lt;b&gt;&lt;span style="color:red"&gt;Caution: There is Core Network in the area provided on the plan(s). &lt;/span&gt;&lt;/b&gt;&lt;/p&gt;&lt;div&gt; 24/03/2023 ■ - I have assigned a 2 Man crew &lt;/div&gt;&lt;div&gt;20/10/23 ■ - Reordered plans &lt;span style="background-color: rgb(255, 255, 255); color: rgba(0, 0, 0, 0.87); font-family: -apple-system, BlinkMacSystemFont, system-ui, &amp;quot;Segoe UI&amp;quot;, Roboto, &amp;quot;Fira Sans&amp;quot;, &amp;quot;Droid Sans&amp;quot;, &amp;quot;Helvetica Neue&amp;quot;, Arial, sans-serif; font-size: 1rem; text-wrap: nowrap;"&gt;2294477&lt;/span&gt;&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;&lt;b&gt;&lt;span style="color:red;"&gt;&lt;/span&gt;&lt;/b&gt;&lt;span style="color:#444444"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;         </p>							
									3/17/2023 8:41:22 AM	17/03/2023 ■ - I have ordered the plans - 2178927	<div>17/03/2023 ■ - I have ordered the plans - </div><h1 class="truncate-string" style="box-sizing: inherit; background-repeat: no-repeat; padding: 0px; margin: 0px 0px 0.5rem; color: rgba(0, 0, 0, 0.87); line-height: 1.5; font-size: 1rem; font-family: -apple-system, BlinkMacSystemFont, system-ui, &quot;Segoe UI&quot;, Roboto, &quot;Fira Sans&quot;, &quot;Droid Sans&quot;, &quot;Helvetica Neue&quot;, Arial, sans-serif; min-height: 1rem; white-space: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">2178927</h1><!-- RICH TEXT -->
									3/24/2023 7:53:19 AM	24/03/2023 ■ - I have attached the plans - Caution: There is High Capacity and/or Fibre Network in	<div>24/03/2023 ■ - I have attached the plans - <b><span style="color: red;">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</span></b></div><p><b><span style="color: red;"> <o:p></o:p></span></b></p><p><b><span style="color: red;"> <o:p></o:p></span></b></p><p><b><span style="color: red;">Caution: There is Core

												Network in the area provided on the plan(s). </span></b></p><!-- RICH TEXT -->
										3/24/2023 7:53:30 AM	24/03/2023 - I have assigned a 2 Man crew	24/03/2023 - I have assigned a 2 Man crew <!-- RICH TEXT -->
										10/20/2023 8:23:37 AM	Reordered plans 2294477	Reordered plans <span style="text-wrap: nowrap; background-color: rgb(255, 255, 255); color: rgba(0, 0, 0, 0.87); font-family: -apple-system, BlinkMacSystemFont, system-ui, &quot;Segoe UI&quot;, Roboto, &quot;Fira Sans&quot;, &quot;Droid Sans&quot;, &quot;Helvetica Neue&quot;, Arial, sans-serif; font-size: 1rem;">2294477</span><!-- RICH TEXT -->

# Food & Water Testing ANALYTICAL REPORT

**REPORT CODE**      **AR-23-NW-006879-01**      **REPORT DATE**      **20/02/2023**

**Attention**    Wellington Water Ltd  
 [REDACTED]  
 Wellington Water Management  
 Level 4, Ibm House  
 25 Victoria Street  
 Petone Lower Hutt  
 NEW ZEALAND

**Phone**        [REDACTED]  
**Email**        [REDACTED]@wellingtonwater.co.nz

**Copy to:** [REDACTED]@wellingtonwater.co.nz), Wellington Water Ltd (drainageinvestigations@wellingtonwater.co.nz), Young

**Contact for your orders:** [REDACTED]      **Order code:**      EUNZWE-00107174  
**Contract:**      Seepage WCC      **Purchase Order Number:**      280885

**SAMPLE CODE**      **812-2023-00016319**

**Sampling Point code:**    GW-TapWCC      **Sampling Point name:**    Seepage - WCC Tap  
**Reception Date & Time:**    08/02/2023 10:10  
**Analysis Start Date & Time:**    08/02/2023 16:36      **Analysis Ending Date:**      17/02/2023  
**Sampled Date & Time**      08/02/2023 09:30      **Sampler(s)**      [REDACTED]

	<b>RESULTS</b>		<b>LOQ</b>
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<b>NW007 Chloride</b>			
Chloride (Cl)	42.9	mg/l	0.02
<b>ZM2H3 Enumeration of Faecal Coliforms By Membrane Filtration</b>			
Faecal Coliforms	100	cfu/100 ml	100
<b>NW006 Fluoride</b>			
Fluoride	0.24	mg/l	0.02
<b>NW008 Nitrite-N</b>			
Nitrite	<0.01	mg/l	0.01

**SAMPLE CODE**      **812-2023-00016320**

**Sampling Point code:**    GW-TapWCC      **Sampling Point name:**    Seepage - WCC Tap  
**Reception Date & Time:**    08/02/2023 10:10  
**Analysis Start Date & Time:**    08/02/2023 16:36      **Analysis Ending Date:**      20/02/2023  
**Sampled Date & Time**      08/02/2023 09:30      **Sampler(s)**      [REDACTED]

	<b>RESULTS</b>		<b>LOQ</b>
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<b>NW006 Fluoride</b>			
Fluoride	0.76	mg/l	0.02

**LIST OF METHODS**

NW006 <b>Fluoride:</b> APHA Online Edition 4110 B	NW007 <b>Chloride:</b> APHA Online Edition 4110 B
NW008 <b>Nitrite-N:</b> APHA Online Edition 4110 B	ZM2H3 <b>Faecal Coliforms E (Water) [NZ] &lt;100 &gt;60 000 /100 ml (0-1) m-FC Agar-F:</b> SMEWW 9222D; APHA Online

Signature



## Food &amp; Water Testing



Supervisor



Business Unit Manager

**EXPLANATORY NOTE**

- ① Test is not accredited
- ② Test is subcontracted within Eurofins group and is accredited
- ③ Test is subcontracted within Eurofins group and is not accredited
- ④ Test is subcontracted outside Eurofins group and is accredited
- ⑤ Test is subcontracted outside Eurofins group and is not accredited
- ⑥ Test result is provided by the customer and is not accredited
- ⑦ Tested at the sampling point by Eurofins and is not accredited
- ⑧ Tested at the sampling point by Eurofins and is accredited

**N/A** means Not applicable**Not Detected** means not detected at or above the Limit of Quantification (LOQ)**LOQ** means Limit of Quantification and the unit of LOQ is the same as the result unit

The test result(s) in this report apply only to the sample as received.

This document can only be reproduced in full.

The tests are identified by a five-digit code, their description is available on request.

Accreditation does not apply to comments or graphical representations.

Unless otherwise stated, all tests in this analytical report (except for subcontracted tests) are performed at 85 Port Road, Seaview, Lower Hutt, Wellington, NEW ZEALAND.

The laboratory is not responsible for the information provided by the customer which can affect the validity of the results, for example: sampling information such as date/time, field data etc.

This report issued by Eurofins relates exclusively to the samples provided by the Customer and does not relate to the lot / batch from which the samples have been obtained.

Eurofins may subcontract the performance of part or all of the Services to a third party and the Customer authorises the release of all information necessary to the third party for the provision of the Services.

All samples become the property of Eurofins to the extent necessary for the performance of the Services.

Eurofins will not be required to store samples and may destroy or otherwise dispose of the samples or return the samples to the Customer (at the Customer's cost in all respects) immediately following analysis of the samples.

If the Customer pays for storage of the samples Eurofins will take commercially reasonable steps to store the samples for the agreed period in terms of industry practice.

The Customer acknowledges and accepts that: (a) it is solely responsible for the sampling process and warrants that the sample provided to Eurofins is representative of the lot / batch from which the samples were drawn; and (b) Eurofins expresses no opinion and accepts no liability in respect of the Customer's production process or homogeneity of the sample.

The Eurofins water sampling services uses IANZ approved methodology based on AS/NZS 5667 and / or best practice to collect and transport samples that are fit for the purpose of analytical testing. Eurofins shall have no liability if the sample collected is not representative of the source from which it has been taken. The laboratory is not responsible for sampling activities unless explicitly indicated by the statement "Sampled by Eurofins" on the report for water samples.

The Customer acknowledges that the Services are provided using the then current state of technology and methods developed and generally applied by Eurofins and involve analysis, interpretations, consulting work and conclusions. Eurofins shall use commercially reasonable degree of care in providing the Services.

This report is produced and issued on the basis of information, documents and/or samples provided by, or on behalf of, the Customer and solely for the benefit of the Customer who is responsible for acting as it sees fit on the basis of this report. Neither Eurofins nor any of its officers, employees, agents or subcontractors shall be liable to the Customer nor any third party for any actions taken or not taken on the basis of this report nor for any incorrect results arising from unclear, erroneous, incomplete, misleading or false information provided to Eurofins.

Eurofins shall have no liability for any indirect or consequential loss including, without limitation, loss of production, loss of contracts, loss of profits, loss of business or costs incurred from business interruption, loss of opportunity, loss of goodwill or damage to reputation and cost of product recall (including any losses suffered as a result of distribution of the Customer's products subject of the Services prior to the report being released by Eurofins). It shall further have no liability for any loss, damage or expenses arising from the claims of any third party (including, without limitation, product liability claims) that may be incurred by the Customer.

Eurofins General Terms and Conditions apply.

**END OF REPORT**