

26 January 2024

OIA IRO-542

[REDACTED]
[REDACTED]@gmail.com

Tēnā koe [REDACTED]

Official information request for reports done on your property and surrounding properties for the past five years

Thank you for your official information requests dated 1 December 2023 and 6 December 2023 as follows:

Request dated 1 December 2023

forward all reports done on my property at 48 Kanpur Road, Broadmeadows, Wellington regarding our water problems, both any carried out this year and in previous years. There was also one carried out 5-6 (?) years ago which I also never received a copy of.

Request dated 6 December 2023

I request all other reports done on this property and surrounding properties over the past five years: CTV coverage, dye tests, and all tests carried out on branch pipes, not just the main pipes and water overflow pipes etc. - these are required for an Independent Review investigation.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and determined that we are able to grant your request in full.

In response to your request please find enclosed the following documents:

1. Service Request Data
2. Water Sample Results dated 28 November 2023
3. The CCTV footage and map of the storm water network are provided to you in the [Drop Box Folder](#).

Some information within these documents has been redacted under section 7(2)(a) of the Act to protect the privacy of natural persons.

Please refer to the email from Wellington Water dated 4 December 2023 regarding the outcome of the water seepage investigations.

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

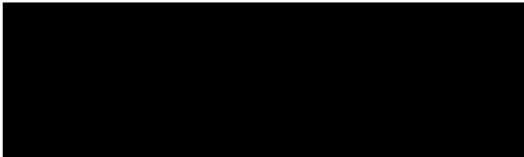
Our water, our future.



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.

If you would like to discuss this reply with Wellington Water, please contact the Business Services team by email to official.information@wellingtonwater.co.nz

Nāku noa, nā



Group Manager Customer Operations

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 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail	Additional Job Notes
												<p>In the assessment we would like to:</p> <ol style="list-style-type: none"> 1. Establish where the water is coming from 2. What steps are needed to rectify the situation 3. How to resolve the issue (which department to contact) 4. Next steps for the householder (ie: plumbing work?) <p>3. Get an evaluation form with all the specific details to verify and confirm the assessment</p> <p>The week of 25th April would suit us best or anytime after that period would be great. Please email to arrange an appointment. Is there a cost involved?</p> <p>Let me know if you require anything further.</p> <p>Kind regards / Nga mihi nui s 7(2)(a)</p> <p>Ng? mihi, [redacted] Customer Service Representative Contact Centre Wellington City Council P 04 499 4444</p>	
										4/22/2022 3:37:45 PM	Assigned to T/L [redacted]	Assigned to T/L [redacted] <!-- RICH TEXT -->	
										5/4/2022 10:17:35 AM	Note from Council	<p>Kia Ora,</p> <p>I had emailed a few weeks ago. Could you please let us know where we are at in the queue.</p> <p>Kind regards s 7(2)(a)</p>	
										7/19/2022 10:39:03 AM	Assigned to CCTV	Please camera storm water network, see attachment. <!-- RICH TEXT -->	
										7/26/2022 7:49:27 AM	Status Change to PAUSE	Team lead to review footage	
										7/26/2022 3:45:27 PM	Status Change to PAUSE	Team lead to review footage	
										7/27/2022 8:05:27 AM	Status Change to PAUSE	Pause	

Released under the Local Government Official Information and Meetings Act 1987

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	Additional Job Notes
										7/27/2022 8:43:03 AM	CCTV Notes	7/27/22 CCTV drain section SW013428 to SW006022 to SW013503 .TV: 3184:70,71 & 72. Drain is OK.<!-- RICH TEXT -->	
										8/22/2022 8:45:59 AM	Update	CCTV showed no faults, most likely ground water or issues with private drainage above property. Emailed customer to contact drain layer.<!-- RICH TEXT -->	
										8/22/2022 9:45:36 AM	Note from Council	Hi, My father responded to an earlier email but had no further contact from Wellington City Council. I have forwarded him this email. If someone can be in contact with [redacted] it will be greatly appreciated. Ng? mihi nui s 7(2)(a)	
										8/23/2022 3:55:59 PM	Note from Council	Hello Info This issue has not been resolved!! I replied to an earlier email asking for the location of this flow and I did not get a reply! I had answered that the flow is at the back of the house from under the house. We would like to locate the source and resolve it. I am wondering whether there is a leak in the waste water system above the property. Please call me on s 7(2)(a) [redacted] Kind regards s 7(2)(a)	
	WO-357102	No Asset Selected	Drainage - 50 Kanpur Road, Broadmeadows	<div>Customer reports storm water seeing onto properties at 50 and 48 Kanpur Road they believe is emanating from the new construction at 56 Kanpur.</div><div> Customer advises that water is ponding under the house at 50 and accumulating in pools at 48.</div><div>Elected Members Query raised by Councillor Chung.</div><!-- RICH TEXT -->	Stormwater	3	PRECLAIM	8/23/2023 9:00:46 AM	11/15/2023 4:04:03 PM	8/23/2023 9:10:04 AM	Added complaint to job - Assigned to TA	Talked to TA who attended in 2022. He will investigate further. Advised [redacted] and customer.<!-- RICH TEXT -->	
										10/3/2023 1:31:19 PM	WCC Elected Member Support Advisor called	WCC Elected Member Support Advisor s 7(2)(a) [redacted] called wanting to follow up on this job. This is due to many complaints and escalations they are receiving for this matter. Advised how Customer Hub	

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												is unable to assist them directly further, as their queries and follow up requests must be dealt directly with the Resolutions Team. Transferred call to Reso TL 5-7(2)(a) to assist them further. <!-- RICH TEXT -->	
										10/31/2023 8:04:12 PM	Assign to 5-7(2)(a)	<div>7(2)(a) - Sample seepage coming from house, as well as plan dye test for the curb and channel.</div><div></div><div>Ill give you details on where to dye and were to sample. </div><!-- RICH TEXT -->	
										12/4/2023 8:19:18 AM	Update	<div>Investigations that have happened so far:</div><div></div><p class="MsoNormal">First Job sent from TA straight to North Drainage<o:p></o:p></p><ul type="disc"><li class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto;mso-list:l3 level1 lfo1;tab-stops:list 36.0pt;list-style-type:"- ":">Stormwater and Wastewater mains due tested and flushed.<o:p></o:p><li class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto;mso-list:l3 level1 lfo1;tab-stops:list 36.0pt;list-style-type:"- ":">No dye apparent in seepage, no blockages, mains operating as intended.<ul type="disc"><p class="MsoNormal">Leak Detection<o:p></o:p></p><ul type="disc"><li class="MsoNormal" style="mso-margin-top-alt:auto;mso-margin-bottom-alt:auto;mso-list:l1 level1 lfo3;tab-stops:list 36.0pt;list-style-type:"- ":">No leaks or sound identified above the affected resident.<o:p></o:p>	

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												<p><li class="MsoNormal" style="margin-top: auto; margin-bottom: auto;"> mso-list: l1 level1 lfo3; tab-stops: list 36.0pt; list-style-type: none;"> noted that there is groundwater coming off the bank at 69 Kanpur and disappearing through the curb and channel.</p> <p><p class="MsoNormal">TA Investigations</p></p>></p> <p><ul type="disc"> <li class="MsoNormal" style="margin-top: auto; margin-bottom: auto;"> mso-list: l0 level1 lfo4; tab-stops: list 36.0pt; list-style-type: none;"> Sample taken from 50 Kanpur, fluoride showed up at 0.2, tap level came back as 0.8. <li class="MsoNormal" style="margin-top: auto; margin-bottom: auto;"> mso-list: l0 level1 lfo4; tab-stops: list 36.0pt; list-style-type: none;"> Dye test of the groundwater noted by leak detection, no dye seen in the see page.</div></div><!-- RICH TEXT --></p>	
										12/4/2023 1:08:46 PM	customer correspondence attached		
48 Kanpur Road, Broadmeadows, Wellington, 6035	WCCSR-114143	WCC_WW019995	Fault 48 KANPUR ROAD, Broadmeadows	waste water pipe 48 Kanpur Rd, Broadmeadows for the last 2-4 years water (summer and winter) has leaked from the bank on and behind 48 Kanpur Road, Broadmeadows. Suspect it is a leak in the waste water pipe which runs down the boundary of 46 and 48 Kanpur from higher up Kanpur. Water is flooding the rear of 48 Kanpur and attempts are now trying to pipe this. Suspect the waste water pipe is leaking	Wastewater	3	CLOSE	3/2/2021 12:41:14 AM	3/11/2021 1:37:54 PM	3/2/2021 12:42:20 AM	Note from Council	Address: 48 KANPUR ROAD, Broadmeadows Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.23739454923562,174.7921491964731	Customer concern that water has been coming out of the bank at the back of house for sometime now where the problem area is is long way from council asset but cctv both WW SW line and seen no issue explain to customer said it's only ground water

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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	Additional Job Notes
				<p>into the properties of 46 and 48 and 50 Kanpur. URGENT attention required please. This has been brought to the attention of the council numerous times by residents and now is the time to action this. My [redacted] home.</p>						3/2/2021 12:42:20 AM	Note from Council	<p>Kia ora [redacted] s 7(2)(a). Thanks for contacting us. We have passed your concerns to our Drainage Team. Ref SR 114143.</p> <p>Ng? mihi.</p> <p>[redacted] s 7(2)(a) Customer Service Rep Customer Contact Centre P 04 499 4444 F 04 801 3138 W Wellington.govt.nz PO Box 2199 Wellington 6140</p> <p>I-- Initial customer request --!</p> <p>Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [redacted] s 7(2)(a)</p> <p>Address: [redacted] s 7(2)(a)</p> <p>Suburb: Wellington</p> <p>City: Wellington</p> <p>Phone: [redacted] s 7(2)(a)</p> <p>Mobile: [redacted] s 7(2)(a)</p> <p>Email: [redacted] s 7(2)(a)</p> <p>What can we help you with? Drainage, sewerage or wastewater</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? Yes</p> <p>Service request number: at a community meeting</p> <p>Location: waste water pipe 48 Kanpur Rd, Broadmeadows</p> <p>Description: for the last 2-4 years water (summer and winter) has leaked from the bank on and</p>	

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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	Additional Job Notes
												<p>behind 48 Kanpur Road, Broadmeadows. Suspect it is a leak in the waste water pipe which runs down the boundary of 46 and 48 Kanpur from higher up Kanpur. Water is flooding the rear of 48 Kanpur and attempts are now trying to pipe this. Suspect the wastewater pipe is leaking into the properties of 46 and 48 and 50 Kanpur. URGENT attention required please.</p> <p>Other comments:</p> <p>This has been brought to the attention of the council numerous times by residents and now is the time to action this. My [REDACTED] home.</p>	
										3/2/2021 12:37:18 PM	Note from Council	WWL ([REDACTED]) this has been moved from a P4 to a P2 due to nature of complaint.	
										3/5/2021 12:30:31 PM	Assigned to [REDACTED] to assess	Assigned to [REDACTED] to assess<!-- RICH TEXT -->	
										3/9/2021 4:29:20 PM	[REDACTED] called for update.	[REDACTED] called for update. escalating to crew for notes. <!-- RICH TEXT -->	
										3/12/2021 8:00:32 PM	Note from Council	<p>Thank you for your quick professional service.</p> <p>Could I please request a written report as to the result and outcome of your investigation?</p> <p>Many thanks</p> <p>[REDACTED]</p>	

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Food & Water Testing

ANALYTICAL REPORT

REPORT CODE **AR-23-NW-063394-01** REPORT DATE **28/11/2023**

Attention Wellington Water Ltd
s 7(2)(a)
 Wellington Water Management
 Level 4, Ibm House
 25 Victoria Street
 Petone Lower Hutt
 NEW ZEALAND

Phone **s 7(2)(a)**
 Email **s 7(2)(a)**@wellingtonwater.co.nz

Copy to: **s 7(2)(a)**@wellingtonwater.co.nz, Wellington Water Ltd
 (drainageinvestigations@wellingtonwater.co.nz) **s 7(2)(a)**

Contact for your orders: **s 7(2)(a)**
 Contract: Seepages PCC

Order code: EUNZWE-00152455

Purchase Order Number: 280881

SAMPLE CODE 812-2023-00156333

Sample described as: Seepage - 50 Kanpur Rd Broadmeadows, COG WO# 357102, **s 7(2)(a)**
 Reception Date & Time: 13/11/2023 16:05
 Analysis Start Date & Time: 13/11/2023 16:45
 Sampled Date & Time: 13/11/2023 10:00

Analysis Ending Date: 28/11/2023

Sampler(s) **s 7(2)(a)**

RESULTS

LOQ

Sample ID	Parameter	Value	Unit	LOQ
NW007	Chloride	16.4	mg/l	0.02
	Chloride (Cl)			
ZM2H3	Enumeration of Faecal Coliforms By Membrane Filtration	<100	cfu/100 ml	100
	Faecal Coliforms			
NW006	Fluoride	0.23	mg/l	0.02
	Fluoride			
NW008	Nitrite-N	<0.01	mg/l	0.01
	Nitrite Nitrogen as N			

SAMPLE CODE 812-2023-00156334

Sample described as: Tap - 50 Kanpur Rd Broadmeadows, COG WO# 357102, **s 7(2)(a)**
 Reception Date & Time: 13/11/2023 16:05
 Analysis Start Date & Time: 13/11/2023 16:45
 Sampled Date & Time: 13/11/2023 10:00

Analysis Ending Date: 23/11/2023

Sampler(s) **s 7(2)(a)**

RESULTS

LOQ

Sample ID	Parameter	Value	Unit	LOQ
NW006	Fluoride	0.79	mg/l	0.02
	Fluoride			

LIST OF METHODS

NW006 **Fluoride:** APHA Online Edition 4110 B
 NW008 **Nitrite-N:** APHA Online Edition 4110 B

NW007 **Chloride:** APHA Online Edition 4110 B

ZM2H3 **Faecal Coliforms E (Water) [NZ] <100 >60 000 /100 ml (0-1) m-FC Agar-F:** SMEWW 9222D; APHA 24th Edition

Signature

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Food & Water Testing

s 7(2)(a)

s 7(2)(a)

s 7(2)(a)

s 7(2)(a)

Supervisor

s 7(2)(a)

Laboratory Supervisor
Microbiology

s 7(2)(a)

Manager Food and Water
Testing Chemistry

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
- ⑨ Test is RLP accredited
- ⑩ Test is subcontracted within Eurofins group and is RLP 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

✗ (Unsatisfactory) means does not meet the specification

✓ (Satisfactory) means meets the specification

The Customer acknowledges and accepts that: (a) where Eurofins is not responsible for sampling, the test result(s) in this report apply only to the sample as received. Customer 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 product.

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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.

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 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. 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 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.

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END OF REPORT