

Thursday 2 November 2023

OIA IRO-506

Name: [REDACTED]

Email: [REDACTED]@protonmail.com

Kia ora [REDACTED]

Official information request for details on follow-ups for water leak jobs logged for 160 Victoria St. Te Aro Wellington.

Thank you for your official information request dated Monday 9 October 2023.

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

The information you have requested is enclosed in our email to you. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some information has been redacted as it is personal about private individuals.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

Head of Customer Experience

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www.wellingtonwater.co.nz

Our water, our future.

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
160 Victoria Street, Te Aro, Wellington, 6011	WCCSR-273205	No Asset Selected	Loss of Service 160 Victoria Street, Te Aro	Complete loss of water - There is no water at 160 Victoria Street	Potable	1	CLOSE. CAN	11/16/2021 1 7:03:21 AM	11/16/2021 8:08:31 AM	11/16/2021 1 7:03:36 AM	Note from Council	Address: 160 VICTORIA STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545
										11/16/2021 1 7:07:42 AM	Note from Council	Called through to [REDACTED] and left voice msg.
										11/16/2021 1 7:41:57 AM	Left VM for caller	Left VM for [REDACTED] asking him to phone back re. this - I want to know if this is residential or commercial and to confirm the water is still off.<!-- RICH TEXT -->
										11/16/2021 1 7:46:05 AM	Phoned TL [REDACTED]	Phoned TL [REDACTED] for who to assign this to. He will call me back.<!-- RICH TEXT -->
										11/16/2021 1 7:51:24 AM		called customer water to part of the building sounds like it is internal customer to engage plumber advised hub<!-- RICH TEXT -->
										11/16/2021 1 8:09:12 AM	job cancelled. req by [REDACTED] internal problem	job cancelled. req by [REDACTED] internal problem<!-- RICH TEXT -->
										11/16/2021 1 8:10:40 AM	Note from Council	Re-assigned by WCC
	WCCSR-381501	No Asset Selected	Fault 160 Victoria Street, Te Aro	Fire service would like someone to attend to turn off water as they have sprinkler alarm. F3483721	Potable	2	CLOSE. CAN	5/16/2022 4:34:25 AM	5/16/2022 1:46:48 PM	5/16/2022 4:34:41 AM	Note from Council	Address: 160 VICTORIA STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545
										5/16/2022 4:35:33 AM	Note from Council	Called through to [REDACTED]
										5/16/2022 1:45:37 PM	Assigned to [REDACTED] Afterhours	Assigned to [REDACTED] Afterhours<!-- RICH TEXT -->
										5/16/2022 1:46:46 PM	Contacted Fire and Emergency	Contacted Fire and Emergency, they have advised that the property manager managed to isolate the water. We have advised team that we will cancel job from our end. <!-- RICH TEXT -->
										5/16/2022 1:48:40 PM	Note from Council	Re-assigned by WCC
	WCCSR-459259	No Asset Selected	Fault 160 Victoria Street, Te Aro	Water assessment 1181939 (8) ; meter 0120726193 ; Body Corporaate 548838 160 Viictoria St 160 Victoria Street, Te Aro 6011 Meter Location: In MH in Feltex Lane. 10m from kerb, 1.0m from building. Is on ADR remote reader During the August 2022 meter readings, the Meter Reader indicated the meter at this site had been removed Could you please advise if this meter will be or has been replaced, and the asbuilt details if replaced	Potable	3	CLOSE	9/21/2022 11:13:22 AM	5/16/2023 2:44:47 PM	9/21/2022 11:13:33 AM	Note from Council	Address: 160 VICTORIA STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545

									9/30/2022 9:56:06 AM	assigned to █████ █████ and email sent	assigned to █████ █████ and email sent <!-- RICH TEXT -->	
									4/3/2023 10:22:40 AM	Note from Council	Hi █████ can this ticket please be followed up thanks Ng? mihi, █████ Rates Transaction Coordinator Financial Operations Te Kaunihera o P?neke Wellington City Council? Please note, I am sending this message now because this time suits me. I encourage you to read, respond or action this at a time that best works for you. P?04 499 4444??W?Wellington.govt.nz??E?meteredwater@wcc.govt.nz PO Box 2199 Wellington 6140?	
									5/3/2023 4:13:25 PM	Assignment updated	Updated from RETC to ENG.PE<!-- RICH TEXT -->	
									5/16/2023 2:44:43 PM	Meter ok	meter is ok. Remote was damaged. Now repaired.<!-- RICH TEXT -->	
									5/19/2023 3:41:52 PM	Note from Council	Closed by WCC	
	WCCSR-531809	No Asset Selected	Loss of Service 160 Victoria Street, Te Aro	Complete loss of water - Complete loss of water for the entire complex: - has only noticed the last 15 minutes, roughly 160 in this complex without water - No water running down the street either, unsure of how it happened - no issue with water before this outage. Please attend.	Potable	1	CLOSE. NOTDONE	12/27/2022 7:30:25 AM	12/28/2022 11:16:48 AM	12/27/2022 7:30:38 AM	Note from Council	Address: 160 Victoria Street, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29185785554234, 174.77423488495538
												<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora █████ 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>
									12/27/2022 7:37:34 AM	Note from Council	Called back and advised the water is turned back on - closing request	

										12/28/2022 10:30:18 AM	Assigned to [REDACTED] as per [REDACTED] and [REDACTED] job sheet	Assigned to [REDACTED] as per [REDACTED] and [REDACTED] job sheet<!-- RICH TEXT -->
WCCSR-643439	No Asset Selected	Fault 160 VICTORIA STREET, Te Aro-Wellington Central	<p>"Meter inquiry"</p> <p>Assessment 1181939 (8) - Meter 0120726193 : Body Corporate 548838 160 Victoria St 160 Victoria Street, Te Aro 6011 MR indicates on the Dec 2022 meter reading this meter has been removed also states meter removed in previous readings prior to this notes indicate "gone" But in the Feb water readings MR has noted the read of this meter is 031581 a photo has been provided from the meter readers but this does not make sense as readings from the 9th Dec 2021 to Dec 2022 the reads have been 5921 and notes say meter gone can this meter please be checked as the readings done seem to be correct Meter location: In MH in Feltex Lane. 10m from kerb, 1.0m from building. Is on ADR remote reader Meter Notes: Supplies all of 160 Victoria St Last read taken 03/04/2023 read was 31581 previous read 27/02/2023 read was 29930 previous read 05/12/2022 read was 5921 MR noted meter gone previous read 06/10/2022 read was 5921 MR noted meter gone previous read 02/08/2022 5921 MR noted meter gone previous read 02/06/2022 read was 5921 MR noted meter gone a Ticket was previously raised but never actioned have raised a new ticket for this request Thanks [REDACTED]</p>	Potable	3	CLOSE	4/4/2023 9:15:25 AM	5/16/2023 2:45:42 PM	4/4/2023 9:15:37 AM	Note from Council	<p>Address: 160 VICTORIA STREET, Te Aro-Wellington Central Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545</p>	
												<p>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.</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>

												Ng? mihi Customer Services Wellington City Council
										4/12/2023 11:38:19 AM	Assigned to [REDACTED] and emailed	
										4/21/2023 2:22:17 PM	ADR are replacing damaged remote unit	ADR are replacing the remote unit that has been damaged. Meter still there<!-- RICH TEXT -->
										5/16/2023 2:45:39 PM	Remote repaired	remote has been repaired. Now working<!-- RICH TEXT -->
										5/19/2023 3:41:07 PM	Note from Council	Closed by WCC
	WCCSR-679166	No Asset Selected	Fault 160 VICTORIA STREET, Te Aro	"Meter inquiry" Assessment 1181939 (8) - Meter 0120726193 : Body Corporate 548838 160 Victoria St 160 Victoria Street, Te Aro 6011 All previous reads on system are 5921 and notes say this meter has been removed MR has noted this reading as 31775 on the 4th april looks like a new meter has been installed here as the readings are way out Raised a NEW ticket to WW for an asbuilt if a new meter is here. Meter location: In MH in Feltex Lane. 10m from kerb, 1.0m from building. Is on ADR remote reader Meter Notes: Supplies all of 160 Victoria St Last read taken 04/04/2023 read was 31775 but have changed on system to 5921 previous read 27/02/2023 reas was 5921 previous read 05/12/2022 read was 5921 MR noted meter gone previous read 06/10/2022 read was 5921 MR noted meter gone previous read 02/08/2022 5921 MR noted meter gone previous read 02/06/2022 read was 5921 MR noted meter gone Thanks [REDACTED]	Potable	3	CLOSE	5/10/2023 10:34:23 AM	5/16/2023 2:24:24 PM	5/10/2023 10:34:38 AM	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
										5/10/2023 10:34:38 AM	Note from Council	Address: 160 VICTORIA STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545
										5/10/2023 2:43:56 PM	Assigned to [REDACTED]	Assigned to [REDACTED]<!-- RICH TEXT -->
										5/16/2023 2:24:21 PM	Remote reader repaired	Meter is ok. Aerial on remote reader had been damaged. ADR have repaired this. Now operating. Read o 16/05/2023 is 34067<!-- RICH TEXT -->
										5/19/2023 2:40:46 PM	Note from Council	Closed by WCC

	WCCSR-684228	WCC_PW179161	Fault 160 VICTORIA STREET, Te Aro	Caller advised that they have no water	Potable	1	CLOSE	5/19/2023 4:40:25 AM	5/19/2023 9:00:15 AM	5/19/2023 4:40:46 AM	Note from Council	<p>Address: 160 VICTORIA STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545</p> <p>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.</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>
										5/19/2023 8:20:12 AM	Assigned [REDACTED] as per [REDACTED] email	Assigned [REDACTED] as per [REDACTED] email <!-- RICH TEXT -->
										5/19/2023 6:31:53 PM	Note from Council	<p>Hey , great response time ?</p> <p>On Fri, 19 May 2023, 9:04 am Wellington City Council Support, <customerservice@wellingtoncitycouncil.freshservice.com> wrote:</p> <p>> Kia ora [REDACTED]</p> <p>></p> <p>></p> <p>> Our staff have indicated that this ticket has been resolved.</p> <p>></p> <p>> Take the survey</p> <p>></p> <p>> https://wellingtoncitycouncil.freshservice.com/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOiJjc1MDA0Nzk0OTIyLCJvcHRpb25fY291bnQiOiJ9R9.n7yxOc104x-BsNyI0-Is1a1DK50-HVTD9JbdV-DfkLk/fill_survey</p> <p>></p> <p>></p> <p>> If you believe that the ticket has not been resolved, please reply to this</p> <p>> email to automatically reopen the ticket.</p> <p>></p>

											> If there is no response from you, we will assume that everything is okay > and the ticket will automatically close in 48 hours. > > Initial customer request > > Item Name : Water and drainage > Category : External Customer Services > Service : Fault > Which water type is this regarding? : Drinking water or tap water > What is the priority? : Urgent > Is this related to a weather event? : No > Description : Caller advised that they have no water > Incident address : 160 VICTORIA STREET, Te Aro > Location : -41.29204005528802,174.77427086549545 > > > Ng? mihi, > > Customer Services, Wellington City Council > > The information contained in this email is privileged and confidential and > intended for the addressee only. > > If you are not the intended recipient, you are asked to respect that > confidentiality and not disclose, copy or make use of its contents. > If received in error you are asked to destroy this email and contact the > sender immediately. Your assistance is appreciated. > > > [#SR-684228]:274477:fs >	
									5/22/2023 9:39:38 AM	Note from Council	Closed by WCC	
	WCCSR-684338	WCC_PW179161	Loss of Service 160 VICTORIA STREET, Te Aro	Complete loss of water - Caller has advised that there is no water supply to their building please contact [REDACTED] on [REDACTED]	Potable	1	CLOSE	5/19/2023 10:36:21 AM	5/19/2023 2:00:38 PM	5/19/2023 10:36:34 AM	Note from Council	Address: 160 VICTORIA STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545
										5/19/2023 10:37:36 AM	Note from Council	Called through a job
										5/19/2023 10:55:49 AM	Phoned customer to acknowledge job. she said she has had no water for 20 mins	Phoned customer to acknowledge job. she said she has had no water for 20 mins. i told her the same thing happend earlier today but crew attended and the water was back on. spoke with the same crew member to ask for the landlord number to

											see if there are any works planned why the water is shutt off. tried calling customer again no answer left msg.<!-- RICH TEXT -->	
									5/19/2023 10:58:12 AM	called customer she is not home yet. she will also ring her landlord to see if there are any works	called customer she is not home yet. she will also ring her landlord to see if there are any works. i will call her back in 10mins<!-- RICH TEXT -->	
									5/19/2023 11:39:22 AM	phoned [REDACTED] assign to [REDACTED]	phoned [REDACTED] assign to [REDACTED] <!-- RICH TEXT -->	
									5/22/2023 2:39:42 PM	Note from Council	Closed by WCC	
	WCCSR-707525	No Asset Selected	Reduced Service 160 Victoria Street, Te Aro	Low pressure or reduced flow - Apartment E601, Pinnacle Apartments, 160 Victoria Street, Te Aro Water pressure has been dripping and fluctuating for the past three weeks. Water has also been turned off during this period too. Is impacting multiple Pinnacle Apartments residents. Please investigate.	Potable	2	CLOSE. NOTUS	6/8/2023 10:35:23 AM	6/9/2023 12:57:38 PM	6/8/2023 10:35:36 AM	Note from Council	Address: 160 VICTORIA STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545
										6/8/2023 10:35:36 AM	Note from Council	Hi there Yes it is. A lot of other people in my building have the same issues. I am in an apartment building with two different sides to the building (east and west) and I've been told by our building manager that floors below 11 are connected to WCC pipes, floors above 11 are connected to a pump (which also has had issues recently and is undergoing repair work). I am on floor 6 so the issues I've experienced are unrelated to the repair to the pumps. I've experienced huge fluctuations in water pressure and water outages over the past three weeks. Most recently with the water turning off last night around 10-11pm. Others in my building on floors below 11 are experiencing the same issues. If you can provide any more details as to what is causing this or an ETA on when it will be fixed that would be much appreciated, as these issues have been occurring for some weeks now.

												> > [REDACTED] she > Phone: [REDACTED] > > > > >
												Kia ora [REDACTED], Thanks for getting in touch with us. Do you know if this is impacting other residents where you live? Ng? mihi, Customer Services, Wellington City Council The information contained in this email is privileged and confidential and intended for the addressee only. If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents. If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated. !-- Initial customer request --! Description Type: water Water pressure has been dripping and fluctuating for the past three weeks. Water has also turned off during this period too. Address: Apartment E601, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011 Latitude: -41.2920455237169, Longitude: 174.77427633917 Incident Address: Apartment E601, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011 [REDACTED] she Phone: [REDACTED]
									6/8/2023 11:41:59 AM	Called the customer - i let her know we have her job, she told me this is happening to other people	Called the customer - i let her know we have her job, she told me this is happening to other people in the apartments too, the water pressure is low and it stops and starts <!-- RICH TEXT -->	
									6/8/2023 4:15:31 PM	Called [REDACTED] and he said to call [REDACTED] because [REDACTED] is dealing with this	Called [REDACTED] and he said to call [REDACTED] because [REDACTED] is dealing with this, I can't call [REDACTED] until he finishes his stand down <!-- RICH TEXT -->	
									6/9/2023 12:56:59 PM	Called [REDACTED] - this is a private issue, [REDACTED] and [REDACTED] have told the property owner	Called [REDACTED] - this is a private issue, [REDACTED] and [REDACTED] have told the property owner it is not our issue it is their issue, we have checked our assets and everything is fine.<!-- RICH TEXT -->	
									6/9/2023 12:57:35 PM	Cancelling job as per [REDACTED] is going to deal with it and he is going to talk to [REDACTED]	Cancelling job as per [REDACTED] is going to deal with it and he is going to talk to [REDACTED] about this <!-- RICH TEXT -->	
	WCCSR-712281	No Asset Selected	Reduced Service 160 VICTORIA STREET, Te Aro	<div>Low pressure or reduced flow - Low water pressure. Water is just stopping and starting intermittently. Effecting a few tenants. The Body Corp looking into it with the developers but tenants were sent a letter saying outside of WCC jurisdiction only applies to level 10 and upwards only.	Potable	2	CLOSE. DUP	6/16/2023 8:33:23 PM	6/23/2023 10:02:04 AM	6/16/2023 8:33:37 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

				<p>New toilets have gone in over the street which may be relevant.</p> <p>This is for Apt E905</p> <p>Related job WCCSR-712288 likely private with TAs currently</p>								<p>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>
									6/16/2023 8:33:37 PM	Note from Council	<p>Address: 160 VICTORIA STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204005528802,174.77427086549545</p>	
									6/19/2023 12:19:27 PM	Called the customer - advise her that this is a private issue	<p>Called the customer - advise her that this is a private issue, I let her know our TA is dealing with this and he has checked the job out and our ta said it was private</p>	
									6/20/2023 12:22:06 PM	Phoned [redacted] and assigned also cc [redacted] we have had multiple jobs til the 19/6	<p>Phoned [redacted] and assigned also cc [redacted] we have had multiple jobs til the 19/6</p>	
									6/23/2023 10:01:20 AM	Duplicate of WCCSR-707525	<p>Duplicate of WCCSR-707525</p>	
									6/23/2023 10:02:02 AM	this is a private issue as per [redacted] - his notes are below	<p>I've been here once and [redacted] has multiple times as well. As far as WW are concerned, there is no issue at the point of supply with water pressure. [redacted] and I check the hydrant and there was about 800kpa which is what we would expect to see. There maybe an issue with something internally at the building (PVR possibly), but as far as I am concerned everything is fine on our side of the network.</p>	
									6/23/2023 10:04:32 AM	Note from Council	<p>Re-assigned by WCC</p>	
160 Victoria Street, #W907, Te Aro, Wellington, 6011	WCCSR-713365	No Asset Selected	Reduced Service Apartment W907, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011	<p>Low pressure or reduced flow - Type: water Intermittent water pressure issues. Often first time turning the tap on in an hour or so will result in no water for a minute or two before normal water flow is restored. This issue is affecting multiple appartments within the building.</p>	Potable	2	CLOSE. DUP	6/19/2023 1:00:25 PM	6/20/2023 1:02:21 PM	6/20/2023 1:01:41 PM	<p>Phoned customer to acknowledge job. we have duplicate jobs for the same issue in the same apartment.</p>	<p>Phoned customer to acknowledge job. we have duplicate jobs for the same issue in the same apartment.</p>

										6/20/2023 1:02:12 PM	This is cancelled. This is related to WCCSR-712281	This is cancelled. This is related to WCCSR-712281<!-- RICH TEXT -->
										6/20/2023 1:05:42 PM	Note from Council	Re-assigned by WCC
										6/21/2023 7:51:22 AM	related job WCCSR-712281 likely private - with TA	related job WCCSR-712281 likely private - with TA<!-- RICH TEXT -->
160 Victoria Street, #W807, Te Aro, Wellington, 6011	WCCSR-712474	No Asset Selected	Reduced Service Apartment W807, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011	Low pressure or reduced flow - We are having loss of pressure on the water multiple times a day. It is actually increasing the frequency. We contacted the body corp to have a look and they said it is Wellington council who needs to do something about it. The water pressure is usually gone for 2 to 5 min. Sometimes the amount of water coming out of the tap is so minimum that it is not even possible to wash hands. I am particularly concerned about our dish washer and washing machine as when the pressure drop happens they make a very weird strong noise and reading on-line it could actually damage the machines by overheating [REDACTED] <!-- RICH TEXT -->	Potable	2	CLOSE. DUP	6/17/2023 5:23:30 PM	6/20/2023 12:58:59 PM	6/17/2023 5:23:39 PM	Note from Council	Address: Apartment W807, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011 Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2919481197735,174.774000589978
										6/20/2023 10:28:33 AM	Note from Council	Note that there are a number of jobs coming through for 160 Victoria St (Pinnacle Appts). A TA has investigated and earlier job notes suggest it is a private issue - there are a number of other live jobs that do not have these notes added (inc this one). [REDACTED] Principal Advisor Wellington City Council
										6/20/2023 12:58:05 PM	Phoned customer to acknowledge job. we have duplicate jobs	Phoned customer to acknowledge job. we have duplicate jobs<!-- RICH TEXT -->
										6/20/2023 12:58:55 PM	This is cancelled. This is related to WCCSR-712281	This is cancelled. This is related to WCCSR-712281<!-- RICH TEXT -->
										6/20/2023 1:02:30 PM	Note from Council	Re-assigned by WCC
										6/21/2023 7:51:13 AM	related job WCCSR-712281 likely private - with TA	related job WCCSR-712281 likely private - with TA<!-- RICH TEXT -->
160 Victoria Street, #W507, Te Aro, Wellington, 6011	WCCSR-712288	No Asset Selected	Reduced Service Apartment W507, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011	Low pressure or reduced flow - The water pressure in our apartment (and in fact the majority of the building) keeps randomly dropping very low throughout the day - this is something we've experienced ever since WCC carried out works in mid-May, and also around when the temporary toilets were put in place across the road. Understand from our building manager that the WCC works actually caused our building's water pumps to go into a fault state. We were advised that the BC were working with the WCC to resolve	Potable	2	CLOSE. DUP	6/16/2023 11:12:22 PM	6/19/2023 1:45:16 PM	6/16/2023 11:12:47 PM	Note from Council	Kia ora [REDACTED] Thanks for contacting us. We have passed this request to Wellington Water SR 712288. Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description Type: water The water pressure in our apartment (and in fact the majority of the building) keeps randomly dropping very low throughout the day - this is something we've experienced ever since WCC carried out works in mid-May, and also around when the temporary toilets were put in place across the road.

				<p>this, but it is evident from the frequent drop of water pressure that this has not been properly remedied.</p>								<p>Understand from our building manager that the WCC works actually caused our building's water pumps to go into a fault state. We were advised that the BC were working with the WCC to resolve this, but it is evident from the frequent drop of water pressure that this has not been properly remedied. Address: Apartment W507, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011 Latitude: -41.2919481197735, Longitude: 174.774000589978 Incident Address: Apartment W507, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011 ██████████ Item Name:Water and drainageCategory:External Customer ServicesService:Loss of water serviceHow much water are you getting?:Low pressure or reduced flows this related to a weather event?:NoDescription:The water pressure in our apartment (and in fact the majority of the building) keeps randomly dropping very low throughout the day - this is something we've experienced ever since WCC carried out works in mid-May, and also around when the temporary toilets were put in place across the road. Understand from our building manager that the WCC works actually caused our building's water pumps to go into a fault state. We were advised that the BC were working with the WCC to resolve this, but it is evident from the frequent drop of water pressure that this has not been properly remedied.Skip notifications?:YesIncident address:.Location:.</p>
										6/19/2023 1:45:14 PM	This is cancelled and related to WCCSR-712281	This is cancelled and related to WCCSR-712281<!-- RICH TEXT -->
										6/19/2023 1:49:36 PM	Note from Council	Re-assigned by WCC
										6/21/2023 7:50:53 AM	related job WCCSR-712281 likely private - with TA	related job WCCSR-712281 likely private - with TA<!-- RICH TEXT -->
160 Victoria Street, #E1104, Te Aro, Wellington, 6011	WCCSR-686168	No Asset Selected	Loss of Service 160 Victoria Street, #E1104, Te Aro, Wellington, 6011	Complete loss of water - complete loss of water again.	Potable	1	CLOSE. NOTDONE	5/23/2023 5:10:23 AM	5/23/2023 8:32:18 AM	5/23/2023 5:10:45 AM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora ██████████ 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>

												Customer Services Wellington City Council
										5/23/2023 5:10:45 AM	Note from Council	Address: 160 Victoria Street, #E1104, Te Aro, Wellington, 6011 Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29204550352508,174.77427631373249
										5/23/2023 8:08:59 AM	Called customer - water back on	Called customer - water back on <!-- RICH TEXT -->
										5/23/2023 8:38:36 AM	Note from Council	Re-assigned by WCC
160 Victoria Street, #E904, Te Aro, Wellington, 6011	WCCSR-713241	No Asset Selected	Reduced Service Apartment E904, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011	Low pressure or reduced flow - Loss of water through the entire building on a frequent regular basis, happens most at peak usage periods. Body corporate, plumbers and building developers have all investigated and determined it is related to water pressure issues handled by the WCC. [REDACTED] <!-- RICH TEXT -->	Potable	2	CLOSE. DUP	6/19/2023 1:02:25 PM	6/20/2023 1:05:13 PM	6/20/2023 1:04:37 PM	Phoned customer to acknowledge job and we have multiple jobs	Phoned customer to acknowledge job and we have multiple jobs.<!-- RICH TEXT -->
										6/20/2023 1:05:10 PM	This is cancelled and related to WCCSR-712281	This is cancelled and related to WCCSR-712281<!-- RICH TEXT -->
										6/20/2023 1:07:39 PM	Note from Council	Re-assigned by WCC
										6/21/2023 7:51:33 AM	related job WCCSR-712281 likely private - with TA	related job WCCSR-712281 likely private - with TA<!-- RICH TEXT -->
160 Victoria Street, #E901, Te Aro, Wellington, 6011	WCCSR-712359	No Asset Selected	Reduced Service Apartment E901, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011	Low pressure or reduced flow - Hi, people in our building have logged a report of our water pressure dropping for weeks now. This is causing our pipes to burst with the pressure that is building up. 2 people have reported an issue of burst pipes. We have contacted Wellington water about our pressure drop and heard nothing. Can you get this resolved asap please	Potable	2	CLOSE. DUP	6/17/2023 12:54:24 AM	6/20/2023 12:34:35 PM	6/17/2023 12:54:59 AM	Note from Council	Kia ora [REDACTED] Thanks for contacting us. We have passed your request to Wellington Water SR 712359. Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description Type: water Hi, people in our building have logged a report of our water pressure dropping for weeks now. This is causing our pipes to burst with the pressure that is building up. 2 people have reported an issue of burst pipes. We have contacted Wellington water about our pressure drop and heard nothing. Can you get this resolved asap please Address: Apartment E901, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011 Latitude: -41.2920455237169, Longitude: 174.77427633917 Incident Address: Apartment E901, Pinnacle Apartments, 160 Victoria Street, Te Aro, Wellington 6011 [REDACTED] Phone: [REDACTED] Item Name:Water and drainageCategory:External Customer ServicesService:Loss of water serviceHow much water are you getting?:Low pressure or reduced flowIs this related to a weather event?:NoDescription:Hi, people in our building have logged a report of our water pressure dropping for weeks now. This is causing our pipes to burst with the pressure that is building up. 2 people have reported an issue of burst pipes. We have

												contacted Wellington water about our pressure drop and heard nothing. Can you get this resolved asap pleaseSkip notifications?:YesIncident address:.Location:.
										6/20/2023 12:34:19 PM	wrong number no msg left.	wrong number no msg left. <!-- RICH TEXT -->
										6/20/2023 12:34:32 PM	This is cancelled. This is related to WCCSR-712281	This is cancelled. This is related to WCCSR-712281<!-- RICH TEXT -->
										6/20/2023 12:38:34 PM	Note from Council	Re-assigned by WCC
										6/21/2023 7:51:03 AM	related job WCCSR-712281 likely private - with TA	related job WCCSR-712281 likely private - with TA<!-- RICH TEXT -->