

Monday 30 October 2023

**OIA IRO-504**

Name: [REDACTED]

Email: [REDACTED]@icloud.com

Kia ora [REDACTED]

**Official information request for copy of completion notes for SR.800724.**

Thank you for your official information request dated Friday 6 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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

**Head of Customer Experience**

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

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington\_water

[www.wellingtonwater.co.nz](http://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
44 Mandalay Terrace, Khandallah, Wellington, 6035	WCCSR-800724	WCC_SW027751	Fault 44 Mandalay Terrace, Khandallah, Wellington 6035	Just had a plumber try to clean our storm water line, it was completely full of sediment and backed up well past our boundary. He asked me to contact the council because he thinks you need to investigate whether our storm water line is still connected and if there is a more substantial blockage in the stormwater main.	Stormwater	3	PRECLAIM	9/12/2023 8:09:21 PM	9/18/2023 11:47:19 AM	9/12/2023 8:10:31 PM	Note from Council	Kia ora [redacted] Thank you for your email. We have raised a request with Wellington Water as they are best suited to respond. Ng? mihi, Customer Service Rep   Customer Contact Centre   P 04 499 4444 [redacted] W Wellington.govt.nz PO Box 2199 Wellington 6140
										9/13/2023 12:26:00 PM	Assigned/emailed TL	Assigned/emailed TL<!-- RICH TEXT -->
										9/21/2023 1:41:30 PM	Note from Council	Closed by WCC
										10/6/2023 11:20:51 AM	customer called saying someone called him back and wanting to know the closure dets	<p>&lt;div&gt;customer called saying someone called him back and wanting to know the closure dets. told him over the phone he wanted the info sent to him so i sent an email to the customer inbox.&lt;br /&gt;&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;Hi There,&lt;/div&gt;&lt;p class="MsoNormal"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Customer is wanting a copy of the completion notes by the crew member to be sent to his email, when I told him over the phone.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;tizzy_muster.0g.icloud.com so he can pass info his plumber.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Paul &lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="font-size:8.5pt;font-family:&amp;quot;Arial&amp;quot;;sans-serif;mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;;color:black;mso-fareast-language:EN-NZ"&gt;&lt;br /&gt;Dye tested from the stormwater drain and found no issue with the main&lt;br /&gt;plumber need to go all the way to the main&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p>

																					<p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Thanks&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;table border="0" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse: collapse; mso-yfti-tbllook: 1184; mso-padding-alt: 0cm 0cm 0cm 0cm"&gt;</p> <p>&lt;tbody&gt;&lt;tr style="mso-yfti-irow: 0; mso-yfti-firstrow: yes; mso-yfti-lastrow: yes"&gt;</p> <p>&lt;td style="width: 445.9pt; padding: 1.5pt 0cm 1.5pt 0cm" valign="top" width="595"&gt;</p> <p>&lt;p class="MsoNormal" style="line-height: 12.6pt"&gt;&lt;b&gt;&lt;span style="font-size: 10.5pt; mso-fareast-font-family: "Times New Roman"; mso-fareast-theme-font: minor-fareast; color: #006488; mso-fareast-language: EN-NZ; mso-no-proof: yes"&gt; [REDACTED] [REDACTED] &lt;/span&gt;&lt;/b&gt;&lt;b&gt;&lt;span style="font-size: 9.0pt; mso-fareast-font-family: "Times New Roman"; mso-fareast-theme-font: minor-fareast; color: #00ADB8; mso-fareast-language: EN-NZ; mso-no-proof: yes"&gt;Dispatch Operator&lt;/span&gt;&lt;/b&gt;&lt;b&gt;&lt;span style="font-size: 9.5pt; mso-fareast-font-family: "Times New Roman"; mso-fareast-theme-font: minor-fareast; color: #005981; mso-fareast-language: EN-NZ; mso-no-proof: yes"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;/td&gt;</p> <p>&lt;/tr&gt;</p> <p>&lt;/tbody&gt;&lt;/table&gt;&lt;!-- RICH TEXT --&gt;</p>	
																					Work Verification	Dye tested from the stormwater drain and found no issue with the main plumber need to go all the way to the main