

Friday 1 September 2023

OIA IRO-457

Name: [REDACTED]

Email: [REDACTED]@yahoo.co.uk

Kia ora [REDACTED]

Official information request regarding leak at 8a Frobisher Street.

Thank you for your official information request dated Monday 10 July 2023. You requested the following information:

1. Dates, times, details of inspections (all documentary and other details – e.g. employee knowledge)
2. Names of those who undertook inspections and under what authority (including warrants/enforcement officer details if they entered private property)
3. Records of all correspondence with myself (records of phone calls, letters, notes)
 - The name and contact details of the manager in charge of this programme
 - Any records Wellington Water holds relating to myself and my property (that is [REDACTED] - 8a Frobisher Street, Island Bay)

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.

Records of correspondence we hold are in this [Drop Box](#) folder. Details of inspections can be found in the Service Request Data we provided in response to OIA IRO-456 and which we have placed in the above Drop Box folder along with the certification to subdivide and an image of the toby's at the end of your drive.

In accordance with [Section 7\(2\)\(a\)](#) of the Act, we will not provide names and contact details of the manager in charge of the programme nor of those who undertook inspections. Additionally, there are no phone call records held therefore we decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

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]

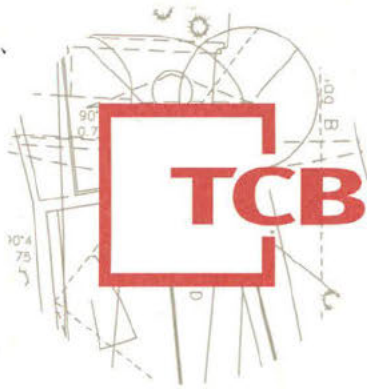
Acting Group Manager, Customer Operations Group

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.



TRUEBRIDGE CALLENDER BEACH
OFFICES: WELLINGTON AUCKLAND
HAWKES BAY WAIRARAPA

SURVEYORS
ENGINEERS
LAND PLANNERS
RESOURCE MANAGERS

4 FRANKMOORE AVE
JOHNSONVILLE
PO BOX 13 142
WELLINGTON 6032
NEW ZEALAND
tcb@tcb.co.nz
www.tcb.co.nz
TEL (04) 478 0342
FAX (04) 478 9416

Directors

[REDACTED]

3 February 2005

Subdivision Compliance Group
Wellington City Council
PO Box 2199
Wellington



Attn: [REDACTED]


SR 112100: LOTS 1 & 2 BEING SUBDIVISION OF LOT 2 DP 341775, FROBISHER STREET

Further to the 223 certification that was granted on 13 January 2005, we now write to request for your certification pursuant to Section 224(c) of the RMA 1991 for the subdivision described above.

With respect to the conditions of consent in your notice of decision, we comment as follows:

- a) The survey plan conforms to the subdivision consent proposal as shown on TCB plan 03-541-001 Rev A.
- b) Enclosed is a cheque for the development impact fee.
- c) No drainage requiring as-built plans to be submitted to the council has been constructed.
- d) The new residential building has been constructed in accordance with the approved plans. Note also that the construction of the external cladding and roof are now completed.
- e) The private driveway within the private property is now completed and is now ready for inspection.
- f) Separate water connection has been constructed to provide for the 2 new allotments.
- g) All water supply pipes passing through a new lot, to serve another lot being created by the subdivision, have been laid wholly within an associated right of way or easement as listed on the memorandum of easements.



- 
- h) Each allotment has been provided with stormwater connection.
 - i) Each allotment has been provided with sewerage connection.
 - j) Right of way; water supply, private stormwater, sanitary sewer drain easements has been reserved to serve Lot 2 as listed on the memorandum of easements.

Enclosed is our client's cheque for the total of [REDACTED]

[REDACTED] Development Impact Fee

[REDACTED] 224 Certification Fee

Total: [REDACTED]

Having satisfied Council's Conditions we now await the issue of the Certificate pursuant to the requested certifications.

Please contact the writer if you have any queries regarding this request.

Yours faithfully,

Truebridge Callender Beach Ltd

[REDACTED]

Surveyor

035411e011.doc

PREPARED BY:



TCB
 Licensed Cadastral Surveyor
 Truebridge Callender Beach
 4 Frankmore Avenue
 Johnsonville
 P.O. Box 13 142
 Wellington 6032
 Tel: (04) 478 0342
 Fax: (04) 478 9416
 Web: www.tcb.co.nz

Land Registration District

Wellington

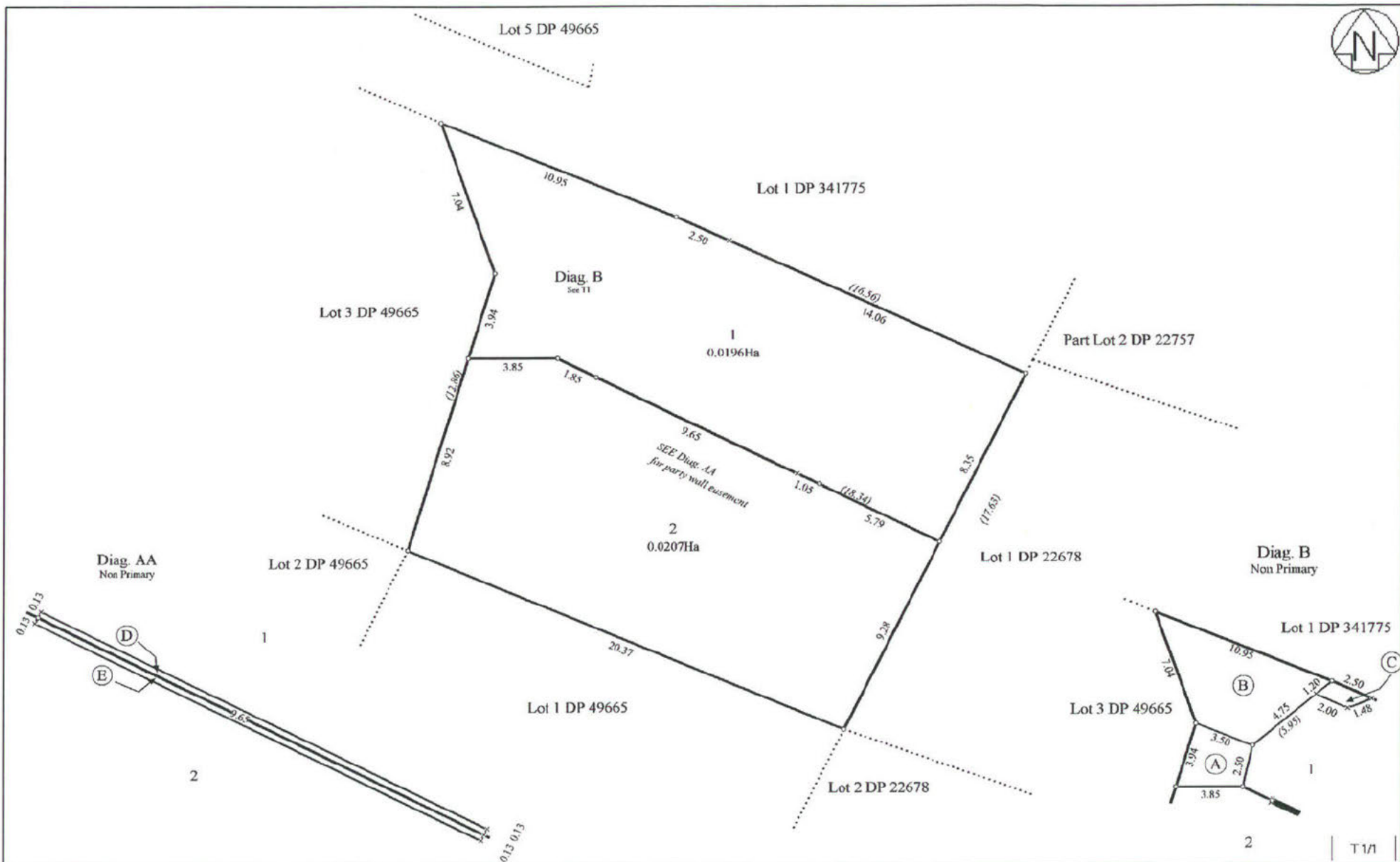
Plan Number

DP 346714

Territorial Authority (the Council)

Wellington City

| Memorandum of Easements (Pursuant to s243 Resource Management Act 1991) | | | |
|--|-------|-------------------|-------------------|
| Purpose | Shown | Servient Tenement | Dominant Tenement |
| RIGHT OF WAY WATER SUPPLY STORMWATER SEWAGE DRAINAGE | A | LOT 1 | LOT 2 |
| RIGHT OF WAY WATER SUPPLY STORMWATER SEWAGE DRAINAGE | B | LOT 1 | LOT 2 |
| STORMWATER & SEWAGE DRAINAGE | B | LOT 1 | LOT 1 DP 341775 |
| STORMWATER & SEWAGE DRAINAGE | C | LOT 1 | LOT 1 DP 341775 |



Land District: Wellington

Digitally Generated Plan
Generated on: 11/01/2005 2:11pm Page 5 of 5

LOTS 1 & 2 BEING SUBDIVISION OF LOT 2 DP 341775

Surveyor: [Redacted]
Firm: Truebridge Callender Beach (Wellington)

Digital Title Plan
LT 346714
DRAFT

T 1/1

Construction:

- (d) In order to mitigate the potential adverse effects that may arise from creating vacant allotments that do not have the ability to accommodate residential buildings in accordance with the permitted activity conditions of the District Plan, the new residential building proposed for Lots 1 and 2 must be constructed in accordance with the plans approved by condition (a), Decision 1 above prior to the issue of the section 224(c) certificate.

Note:

In order to satisfy condition (d) above, the residential building is to be constructed to a stage where the external cladding and roof are completed.

- (e) The private drive within the private property must be constructed. All construction shall be completed generally in accordance with approved construction plans. The construction must include the area contained in right-of-way Areas A and B, as shown on TCB plan No. 03-541-001, Rev. A.

Water Supply:

- (f) Each allotment must have a separate water connection to the public water main.

Note:

An application for the new water supply connection should be made to WCC Water Supply.

- (g) No water supply pipe(s) shall pass through a new lot, or cross a proposed boundary between lots, to serve another lot being created by the subdivision, except where it is within an associated right of way or access lot.

The Surveyor shall certify in writing that, at the time of certification, this has been achieved. (see E.1.1.2 & E.1.7.2.3 of the Code of Practice)

Sewerage / Stormwater:

- (h) Each allotment must be provided with a stormwater connection to a gravity stormwater system connected to an existing public stormwater drain or other approved outfall. All construction must be completed in accordance with approved construction plans, as required by condition (c) above.
- (i) Each allotment must be provided with a sanitary sewer connection to a gravity sewer system connected to an existing public sewer drain. All construction must be completed in accordance with the approved construction plans, as required by condition (c) above.

Legal:

- (j) The right of way, water supply, private stormwater & sanitary sewer drain easements required to serve Lot 2 that are located within Lot 1 are to be duly granted and reserved.



Approvals

I hereby certify that this plan was approved by Wellington City Council pursuant to Section 223 of the Resource Management Act 1991 on the ... day of 2004 subject to the granting or reserving of the easements setout in memorandum hereon, and for the purposes of Section 224 (c) of that Act that all of the conditions of the subdivision consent have been complied with to the satisfaction of the said Council

.....
Authorised Officer

CLASS OF SURVEY : I
NEW C.T. ALLOCATIONS

LOT 1 - C.T. _____
LOT 2 - C.T. _____

Total Area 1151 m²

Comprised in C.T. WN 20C/1043

I PETER ALAN MAUNDER

being a person entitled to practise as a licensed cadastral surveyor, certify that -
a) The surveys to which this dataset relates are accurate, and were undertaken by me or under my direction in accordance with the Cadastral Survey Act 2002 and the Surveyor-General's Rules for Cadastral Survey 2002/2/2.
b) This dataset is accurate, and has been created in accordance with that Act

Date 19/2/2004

Field Book p Traverse Book p

Reference Plans

Examined Correct

Approved as to Survey by Land Information NZ on

/ /

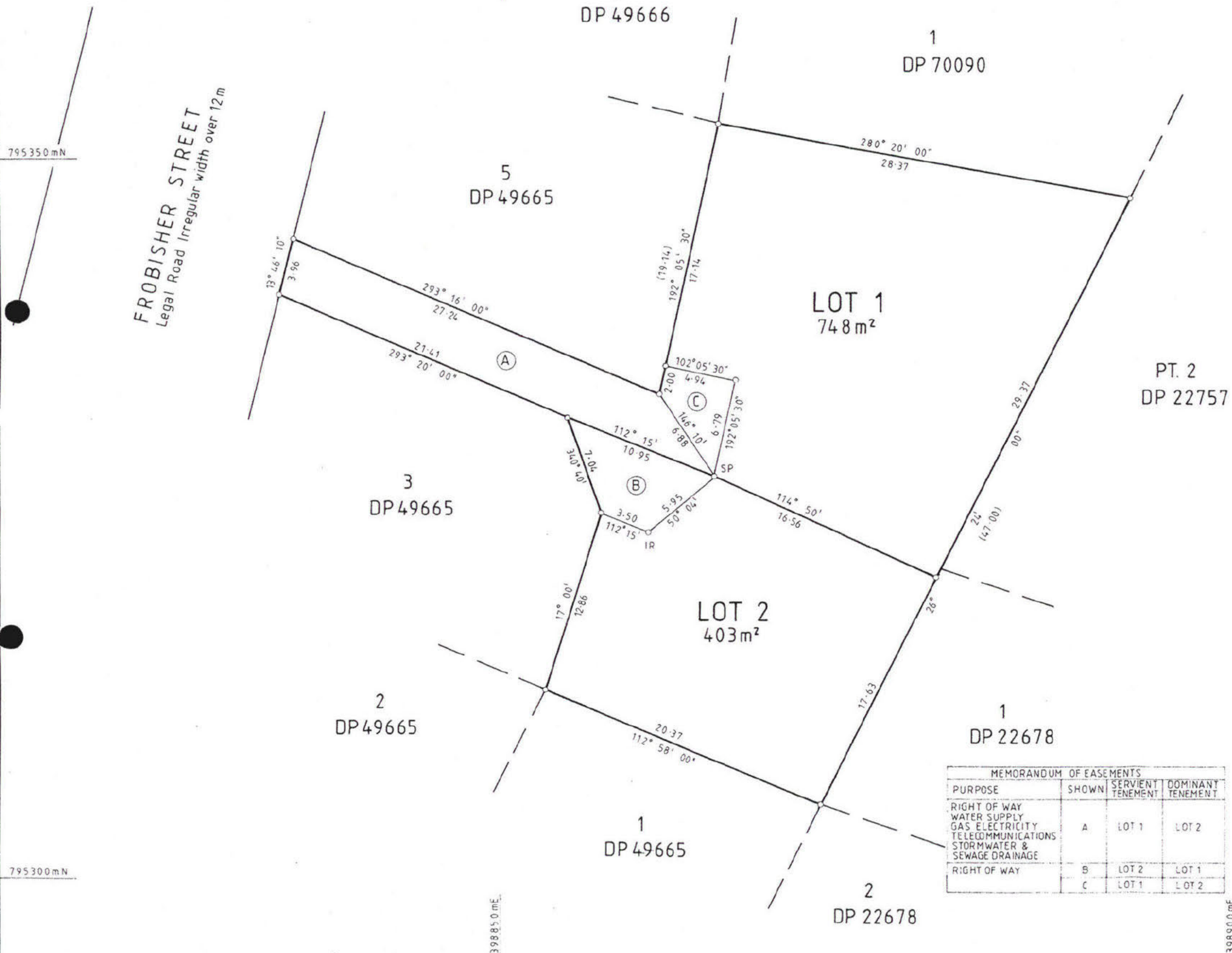
Deposited by Land Information NZ on

/ /

File 4021/REB
Received
Instructions

S.R.105548

REORDER 10/1/2004



| MEMORANDUM OF EASEMENTS | | | |
|--|-------|-------------------|-------------------|
| PURPOSE | SHOWN | SERVIENT TENEMENT | DOMINANT TENEMENT |
| RIGHT OF WAY WATER SUPPLY GAS ELECTRICITY TELECOMMUNICATIONS STORMWATER & SEWAGE DRAINAGE | A | LOT 1 | LOT 2 |
| RIGHT OF WAY | B | LOT 2 | LOT 1 |
| | C | LOT 1 | LOT 2 |

LAND DISTRICT WELLINGTON

LOTS 1 & 2 BEING A SUBDIVISION OF
LOT 4 DP 49665

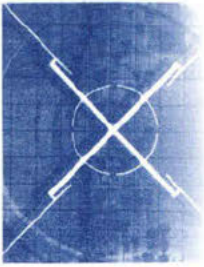
TERRITORIAL AUTHORITY WELLINGTON CITY
Surveyed by
Scale 1: 200 Date FEBRUARY 2004

8 A Frobisher Street SR 112100 Water Supply Conditions 19/3/2004

Water Supply easements will be required where water services cross lots that they do not serve.

SC 262 The estimated cost is [REDACTED] including G.S.T

SC212 Happy Valley Water Supply Zone Contribution Figure [REDACTED] including G.S.T for one new unit



Peter A Maunder Ltd
Licensed Surveyors



18 February, 2004

Compliance Monitoring Team
Urban Strategy Group
Wellington City Council
P O Box 2199
WELLINGTON

RE: SR: 105548
SUBDIVISION OF 8 FROBISHER STREET

I refer to Council's Notice of Decision dated 3 September 2003 granting conditional approval to above subdivision and enclose the Land Transfer title plan for certification pursuant to Sections 223 and 224(c) of the Resource Management Act.

In respect of the conditions imposed I advise that these have been complied with as follows:

- a) The survey plan conforms with the subdivision consent proposal shown on plan numbered 4021/5 except in respect of the right of way which was amended and approved by letter of 9 January 2004.
- b) A receipt for the development impact fee of [REDACTED] is enclosed.
- c) Engineering plans for vehicle access were not necessary as the driveway is already constructed. New private drains have been laid down the centre of the driveway to service the new Lot 2. As built plans of the private drainage are enclosed.
- d) In respect of the construction of the driveway refer to comments in (e) above and my letter of 19 December 2003.
- e) The existing garage within the proposed Lot 2 has been removed.
- f) The water connects fee has been paid and both the service pipe and toby and the supply pipe to Lot 2 installed. A receipt is enclosed.
- g) I hereby certify that no water supply pipes pas through a new lot, or cross a proposed boundary between lots, to serve another lot being created by the subdivision, except where it is within an associated right of way.



PO Box 17-376, 272 Karori Road, Wellington
Phone: 64 4 476-7499 Fax: 64 4 476-5927
Email: enquiries@maundersurvey.co.nz

C:\My Documents\Mail\4000-4499\4021h.doc
www.maunderurvey.co.nz

112208

h) Easements for rights of way, private drainage and water supply have been included in a Memorandum of easements on the land transfer plan.

As Lot 2 does not possess legal frontage, would you please issue a section 321 certificate to be registered against the certificate of title for this lot.

A copy of the plan is enclosed for your records. Enclosed is a cheque for [REDACTED] for the certification fee.

Yours sincerely

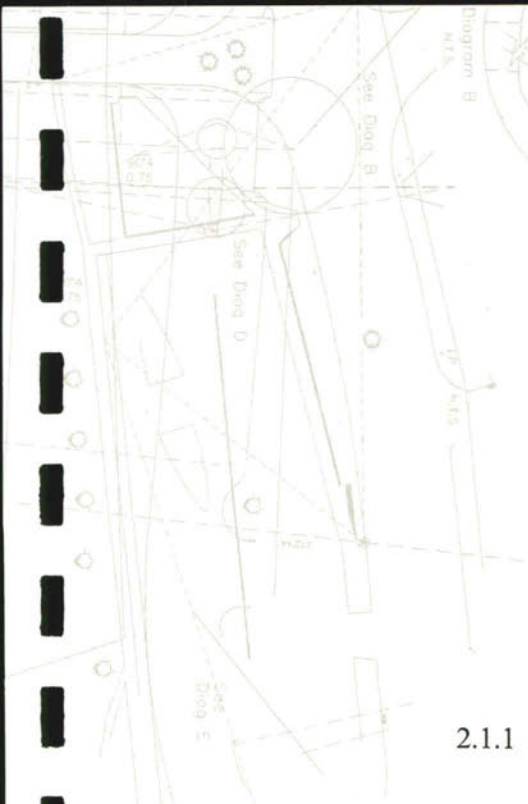
[REDACTED]

[REDACTED]



PO Box 17-376, 272 Karori Road, Wellington
Phone: 64 4 476-7499 Fax: 64 4 476-5927
Email: enquiries@maundersurvey.co.nz

C:\My Documents\Mail\4000-4499\4021h.doc
www.maunder survey.co.nz



constructed within each of proposed Lots 1 and 2. Both proposed townhouses are two storey and are attached via a shared internal wall along the internal subdivision boundary.

The proposed new dwellings are of modern design and have areas available for outdoor living in the form of decks.

Both of the proposed new dwellings have two bedrooms, bathroom and entrance area on the lower level and study, kitchen, dining/living area and deck on the upper level. Please refer to the Dwelling Plans attached at Appendix Five.

2.1.1 Access – Roads

As outlined above, both allotments will be accessed via a shared entrance and right of way from Frobisher Street.

2.1.2 Water Supply

As part of the previous subdivision development a new water service and toby is to be laid to service the two new townhouses within proposed Lots 1 and 2. The individual sites will be connected as a requirement of the subdivision. Both allotments will be connected to water supply in accordance with the requirements of the Council's Code of Practice for Land Development.

2.1.3 Sanitary Sewer

Sanitary sewer connections will be provided to the proposed allotments in accordance with the Code of Practice. As part of the previous subdivision development sewage will be piped via a new drain to the existing drain in Frobisher Street and both allotments will be connected as a requirement of the subdivision.

2.1.4 Stormwater

As indicated above and as a requirement of the previous subdivision, stormwater will be piped via a new stormwater drain to the existing street channel. Both allotments will be connected to the existing stormwater system as a requirement of the subdivision.

**Water Supply Conditions – SR105548 – 8 Frobisher St
26/08/03**

SC211 Development Impact Fees

- Water fees – Happy Valley / Frobisher Zone

██████ per household unit or new allotment created.

2 Townhouses = ██████ - *not being constructed at this time*

SC262 Lot 2 (14m) ██████ incl. GST. ✓

Each unit shall have its own water shut valve so that it can be isolated individually from the water supply.

SC263 ✓

SC363 Water easement x=2, y=1.

5.1.1.2 Site Access

Access to both Lots would be via the existing concrete driveway over Lot 1 with turning space allocated to Lot 1 over Lot 2 and vice versa.

5.1.3.1 Number of Household Units

There would be 1 household unit on Lot 1 and 2 on Lot 2. Construction of the two units on would not commence until the subdivision is completed and new certificates of titles issued.

5.1.3.2 Yards

There would be no breach of yard as a result of the subdivision.

5.1.3.3 Site Coverage

Lot 1. The 'site area' for Lot 1 would be 605m² and total building coverage would be 151.5m² or 25%.

5.1.3.4 Building Height

Existing and proposal buildings would not exceed 8m in height.

5.1.3.5 Sunlight Access

Lot 1. The proposed garage on Lot 1, would be clear of the sunlight access planes. Refer Architects drawing.

The existing house would encroach through Sunlight Access Plane on the new Lot 1/2 boundary. Although this is on the gable end of the house, the pitch of the roof is 20%, therefore gable end dispensation does not apply. The encroachment would be 1.67 at the ridge line and 0.54 on the western eave land use consent is sought for this encroachment.

Lot 2. The proposed units on Lot 2 would not encroach though the sunlight access planes generated on the peripheral nor the new Lot 1-2 boundary. The new building would have a hip roof with gutters, level at least 1.1 below the SAP on the 1-2 boundary.

5.1.3.6 Maximum Fence Height

No new boundary fences would exceed 2.0m.

2.1.3 Compliance with the Subdivision Design Guide

The Design Guide places emphasis on the amenity value and quality with the intention to make residential areas better places to live in. As this subdivision proposal is for an infill subdivision erecting no new roads or public space and having no effect on public amenity on assessment under the Subdivision Design Guide has not been prepared.

2.1.4 Compliance with the Code of Practice for Land Development

The matters to be considered under the Code of Practice include water supply, vehicle parking and access, drainage and earthworks.

2.1.4.1 Water Supply

Lot 1. The existing water service and supply pipe will continue to supply water to the existing house.

Lot 2. A new water service and toby is to be laid for the new town houses on Lot 2.

2.1.4.2 Vehicle Parking and Access

Please see 2.1.2 above.

2.1.4.3 Drainage

Stormwater

Lot 1. Roof water is piped to the kerb and channel in Frobisher Street and picks up the runoff from the drive which is collected in a sump on Lot 1. An easement will protect the drain where it crosses in to Lot 2.

Lot 2. Roof water would be piped via a new stormwater drain to the street channel. An easement will protect this drain through Lot 1.

Sewage

Lot 1. Sewage is piped to the public drain in Frobisher Street. An easement would be created to protect this where it crosses the Lot 2.

Lot 2. Sewage would be piped via a new drain to the public drain in Frobisher Street. An easement will protect the drain through Lot 1.

2.1.4.4 Earthworks

A By-Laws earthworks consent will be required to construct the turning areas for Lots 1 and 2 and construct the garage on Lot 1. The maximum depth of excavation would be 1.0m.

3 ASSESSMENT

The proposal is consistent with the objectives policies of the District Plan and the effects on the environment as a result of granting subdivision consent would be less than minor.

The only aspect of non compliance with the District Plan Rules is the sunlight access plans encroachment on the new Lot 1/2 boundary and this is within the discretionary limits and is also consented to by the applicant.

4. SECTION 321 CERTIFICATE

Because Lot 2 would not have frontage to a legal road a Section 321(3)(c) certificate should be issued for this new allotment.



5.1.3.1 Number of Household Units

There would be one household unit per site.

5.1.3.2 Yards

All yard requirements would be adhered to.

5.1.3.3 Site Coverage

Both allotments are within the site coverage rules Lot 1 would have 32% building coverage and an extra 8% deck coverage, and lot 2 would have 17% building coverage

5.1.3.4 Building Height

No building shall exceed the 8 metre height limit.

5.1.3.5 Sunlight Access

Both dwellings are within the sunlight access planes on all boundaries.

5.1.3.6 Maximum Fence Height

No fence is to be erected within 1 metre of any new boundary that would exceed the 2 metre height limit.

2.1.3 Compliance with the Subdivision Design Guide

The Design Guide places emphasis on the amenity value and quality with the intention to make residential areas better places to live in. Due to the nature of this in-fill subdivision, there is no impact on public space as a result of this subdivision, and an assessment under the subdivision design guide is not required.

2.1.4 Compliance with the Code of Practice for Land Development

The matters to be considered under the Code of Practice include water supply, vehicle parking and access, drainage and earthworks.

2.1.4.1 Water Supply

Both dwellings will be serviced by the water main in Frobisher Street. Lot 1 will have a water easement within the right of way over lot 2.

2.1.4.2 Vehicle Parking and Access

Both allotments would have on site parking, and would have access to Frobisher Street via the existing driveway. Refer 2.1.2 above.





| Filter | Filter | Filter | Filter | Filter |
|------------|--------|--------|-----------|---------------------|
| 22/12/2022 | APPR | | WO-269104 | 8c Frobisher Street |
| 22/12/2022 | APPR | | WO-269104 | 8 Frobisher Street |
| 22/12/2022 | APPR | | WO-269104 | 8A Frobisher Street |
| 22/12/2022 | APPR | | WO-269104 | 8B Frobisher Street |

Filter

Island Bay
Island Bay
Island Bay
Island Bay

[REDACTED]

From: [REDACTED]
Sent: Wednesday, March 29, 2023 9:35 AM
To: [REDACTED]
Subject: Emailing: wellington Addresses needed 29 March.xlsx
Attachments: wellington Addresses needed 29 March.xlsx

Good morning [REDACTED]

I hope you are well?

I have attached a new list of Addresses that I need home owners details for

Many thanks and stay safe

Kind Regards,

[REDACTED] Administrator Resolution Support Customer Experience Team

Tel 04 912 4470

Private Bag 39804, Wellington Mail Centre 5045 Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Your message is ready to be sent with the following file or link attachments:

wellington Addresses needed 29 March.xlsx

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Good Morning [REDACTED]

Thank you for your time on the phone yesterday afternoon. We acknowledge receipt your email below; I will pass this onto our OIA team who will assist in the gathering of the relevant information you have requested. I have also enlisted the services of our resolutions team for customer support assistance in your case should this be required.

I just want to confirm as discussed in our conversation yesterday that we are wanting to work in partnership with you to resolve the leaks at your property. Whilst the final notice to fix has a due date of the 14th of July 2023, we acknowledge that you have since opened engagement and dialogue with WWL and therefore no enforcement will be undertaken on this date. Our desire is for you to progress the repair of this longstanding leak (first identified by WWL on 22/12/22).

Our Regional Water Loss Team have identified and marked the vicinity of where the leak is thought to be, by way of blue paint marking. My recommendation would be to engage the services of a plumber to help repair the leak, or alternatively we can provide you with a number of private leak detection services that can help narrow down the leak location to assist your plumber.

X
X
X
X

[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 11, 2023 7:10 AM
To: [REDACTED]
Subject: FW: Water Leak - WO269104
Attachments: Draft response [REDACTED].docx

From: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Sent: Tuesday, 11 July 2023 6:49 am
To: [REDACTED]@wellingtonwater.co.nz
Subject: RE: Water Leak - WO269104

Good Morning [REDACTED]

We acknowledge your email below. I will pass this onto our OIA team and our resolutions team.

Thank you for your time on the phone yesterday afternoon. I just want to confirm our conversation yesterday that we are wanting to work with you to resolve the leaks at your property. My recommendation would be to engage the services of mpany that can help you point where the leak may be.

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 2:40 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Water Leak - WO269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

I cordially request that all action relating to this alleged leak is suspended whilst my dispute is resolved.

As a short summary:

- Wellington Water has yet to respond to my request for information dated 2-May-2023 (see attached)
- This request was reiterated in a phone conversation on 7-Jun-2023 (again no follow up correspondence except for identical letters)
- There is significant confusion as to whether there is a leak on the private supply to 8a given
 - There are 4 properties on shared supply
 - Two of those properties (8b and 8) have recently had leaks on private laterals repaired
- Identical letters were sent out to all properties and requests for further information from 8a, 8b and 8c have not been responded to

Given this lack of clarity around where the leak is (or indeed whether or not there is a leak) I reiterate my information request and additionally require:

- the information I requested in May
 - Dates, times, details of inspections (all documentary and other details - e.g. employee knowledge)
 - Names of those who undertook inspections and under what authority (including warrants/enforcement officer details if they entered private property)
 - Records of all correspondence with myself (records of phone calls, letters, notes)
- The name and contact details of the manager in charge of this programme
- Any records Wellington Water hold relating to myself and my property (that is [REDACTED] - 8a Frobisher Street, Island Bay)

I would finally note that myself and my neighbours have been in regular contact over this and we are happy to conduct any repairs required provided that we can have clarity on the determination of where that leak is and whether it actually still exists. I have also just phoned (1415hrs 10-Jul-202) and left a message at the contact details provided on your letter. I trust we can resolve this quickly and recourse to further action on either of our parts.

Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,

[REDACTED]

[REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Tuesday, May 2, 2023 4:08 PM
To: Private Leaks
Subject: Private Leak - Reference ID: WO-269104

Kia ora,

I am contacting you to follow up on the letter sent on 14-Apr-2023 in which you state that you have identified a water leak on the private service at **8a Frobisher Street**. I note I have spoken to my neighbour at 8b (Judy Sutherland) and she has received an identical letter.

I am requesting all documentation and records relating to the investigation which determined there was a leak on both mine and my neighbours property (we have a shared driveway and services easements). If you could include any records, maps or diagrams of service connections that would assist too.

Thanks,

From: [REDACTED]
Sent: Tuesday, July 11, 2023 12:08 PM
To: [REDACTED]
Subject: FW: Water Leak - WO269104
Attachments: Private Leak - Reference ID: WO-269104.eml

Not sure if you wish to respond to this.

Ngā Mihi,

Executive Assistant to [REDACTED]



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz



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.

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 8:36 pm
To: [REDACTED]@wellingtonwater.co.nz>
Subject: Fwd: Water Leak - WO269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

From: [REDACTED]@yahoo.co.uk>
Date: 10 July 2023 at 16:47:07 NZST
To: [REDACTED]@wellingtonwater.co.nz
Cc: privateleaks@wellingtonwater.co.nz
Subject: Fwd: Automatic reply: Water Leak - WO269104

As [REDACTED] is away - please make sure this reaches the appropriate person.

Note - [REDACTED] from private leaks rang me back this afternoon and has assured me

- A) my water supply will not be restricted on the 14-Jul
- B) she will speak to the leaks team and supply the information requested
- C) I will receive communication in writing (email) confirming this by the end of tomorrow

Thanks

[REDACTED]
Sent from my iPhone

Begin forwarded message:

From: [REDACTED]@wellingtonwater.co.nz>
Date: 10 July 2023 at 15:14:03 NZST
To: [REDACTED]@yahoo.co.uk>
Subject: Automatic reply: Water Leak - WO269104

Kia ora koutou - I'm away on secondment at present and return to Wellington Water on Monday 31 July. Please contact [REDACTED] who is acting Group Manager Customer Operations while I'm away, or my EA [REDACTED] for assistance.

[REDACTED]@wellingtonwater.co.nz
[REDACTED]@wellingtonwater.co.nz

Ngā mihi
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]@yahoo.co.uk>
Date: 10 July 2023 at 14:39:31 NZST
To: privateleaks@wellingtonwater.co.nz
Cc: [REDACTED]@wellingtonwater.co.nz
Subject: Water Leak - WO269104

Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

I cordially request that all action relating to this alleged leak is suspended whilst my dispute is resolved.

As a short summary:

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Given this lack of clarity around where the leak is (or indeed whether or not there is a leak) I reiterate my information request and additionally require:

- the information I requested in May
 - Dates, times, details of inspections (all documentary and other details - e.g. employee knowledge)
 - Names of those who undertook inspections and under what authority (including warrants/enforcement officer details if they entered private property)
 - Records of all correspondence with myself (records of phone calls, letters, notes)
- The name and contact details of the manager in charge of this programme
- Any records Wellington Water hold relating to myself and my property (that is [REDACTED] [REDACTED] 8a Frobisher Street, Island Bay)

I would finally note that myself and my neighbours have been in regular contact over this and we are happy to conduct any repairs required provided that we can have clarity on the determination of where that leak is and whether it actually still exists. I have also just phoned (1415hrs 10-Jul-202) and left a message at the contact details provided on your letter. I trust we can resolve this quickly and recourse to further action on either of our parts.

Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, July 10, 2023 3:59 PM
To: [REDACTED]
Subject: FW: Water Leak - WO269104
Attachments: Private Leak - Reference ID: WO-269104.eml

Just wanted to connect this up with you both.

Ngā mihi

[REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 2:40 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Water Leak - WO269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

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Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,

[REDACTED]

[REDACTED]

Sent: Tuesday, July 11, 2023 8:12 AM
To: [REDACTED]
Subject: FW: Water Leak - WO269104
Attachments: Private Leak - Reference ID: WO-269104.eml

Good morning Team,

Please see below email requesting an IOA, RWLT have responded to this specific email and advised that we would pass on the email/request to the appropriate people.

The leak in question has been identified since December 22

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

From: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Sent: Monday, 10 July 2023 3:19 pm
To: [REDACTED]@wellingtonwater.co.nz
Subject: FW: Water Leak - WO269104

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 2:40 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz
Subject: Water Leak - WO269104

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Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

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Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,

[REDACTED]

[REDACTED]

From: Private Leaks
Sent: Thursday, July 13, 2023 7:09 AM
To: [REDACTED]
Subject: FW: Water Leak - WO269104

Hi [REDACTED]

Can you please pick this up thanks [REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Wednesday, 12 July 2023 6:05 pm
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>;
Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Subject: Re: Water Leak - WO269104

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Thanks for this email though there seems to still be confusion and inconsistency in this information!

- there is no such address as 8D
- 8B and 8 have had leaks repaired in the last 6 months
- as far as I am aware the only shared service is between all properties then the Toby's at the bottom of the driveway separate out each supply (i.e. 8a and 8b do not have a shared service to themselves)

Again I would ask:

Did the inspection on 18-May-2023 confirm there was a leak on the supply to 8a Frobisher Street?
Are there any leaks on supplies to 8, 8b or 8c which confirmed from that date or since?

Cheers,

[REDACTED]
Sent from my iPhone

On 11/07/2023, at 14:26, Resolution Team <ResolutionTeam@wellingtonwater.co.nz> wrote:

Kia ora [REDACTED]

Our detection surveys and follow up visits identified leaks at 8 A, B, C and D. We have confirmed the leaks at 8C and D are now repaired.

We understand that 8A and 8B have separate leaks but come off the same shared service.

Please keep us updated about how the investigation and repairs are going, and we will update our notes.

Kind Regards,

[REDACTED] - Customer Resolution Officer
Customer Experience Team

<image001.png>

Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED] <[REDACTED]@yahoo.co.uk>
Sent: Tuesday, 11 July 2023 1:04 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Subject: Re: Water Leak - WO269104

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Kia ora,

Thank you for coming back to me promptly.

Apologies if this seems picky but I need to be 100% clear (given you allege this leak has been there since Dec-2022 and repairs have been undertaken by neighbouring properties since them)

Can you confirm:

On 18-May-2023 - an inspection was carried out which verified that there was a leak on the private lateral only serving 8a Frobisher Street and there are no outstanding leaks on 8, 8b or 8c?

If you can provide this confirmation I can get a plumber on to it straight away.

Thanks,

[REDACTED]

On 11/07/2023, at 09:21, Private Leaks <PrivateLeaks@wellingtonwater.co.nz> wrote:

Good Morning [REDACTED]

Thank you for your time on the phone yesterday afternoon. We acknowledge receipt of your email below; and we will pass this onto our OIA team who will assist in the gathering of the relevant information you have requested. We have also enlisted the services of our resolutions team for customer support assistance in your case should this be required.

We just want to confirm as discussed in our conversation yesterday that we are wanting to work with you to achieve a satisfactory outcome in resolving the leak at your property.

Whilst the final notice to fix has a due date of the 14th of July 2023, we acknowledge that you have since engagement in dialogue with WWL and therefore no

enforcement will be undertaken on this date. Our desire is for you to progress the repair of this longstanding leak (first identified by WWL on 22/12/22 with several letters been sent to you on the 18/04/2023, 22/05/2023, 12/06/2023, 03/07/2023) so you could take the necessary action. The leak is also impacting on neighbouring properties who have also lodged complaints.

Our Regional Water Loss Team have re- identified the leak on the 18/05/2023 and can confirm that the flow rate is at **23 LPM**. not surfacing and marked in the vicinity of where the leak is thought to be, by way of blue paint marking on the driveway near the Toby/Manifold. Our recommendation would be to engage the services of a plumber to help repair the leak, or alternatively we can provide you with several private leak detection services that can help narrow down the leak location to assist your plumber.

Aqua Leak

██████████ – Mobile Number ██████████

A D Riley Leak Detection

██████████ – Mobile Number ██████████

Detection Services

██████████ – Phone Number – ██████████

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

We hope this information helps point you in the right direction.

Kind Regards,

██████████ **Administrator Resolution Support**
Customer Experience Team

<image001.png>

Tel 04 912 4470

Mobile ██████████

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

From: [REDACTED]
Sent: Tuesday, July 11, 2023 1:24 PM
To: [REDACTED]
Subject: FW: Water Leak - WO269104

FYI

Ngā Mihi,

[REDACTED]
Executive Assistant to [REDACTED]



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz



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.

From: [REDACTED]@yahoo.co.uk>
Sent: Tuesday, 11 July 2023 1:04 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz; [REDACTED]@wellingtonwater.co.nz>
Subject: Re: Water Leak - WO269104

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Detection Services

██████████ - Phone Number ██████████

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We hope this information helps point you in the right direction.

Kind Regards,

██████████ Administrator Resolution Support

Customer Experience Team



Tel 04 912 4470

Mobile [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

[REDACTED]

From: Private Leaks
Sent: Monday, July 10, 2023 3:15 PM
To: [REDACTED]
Subject: FW: Water Leak - WO269104
Attachments: Private Leak - Reference ID: WO-269104.eml

From: [REDACTED]<[REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 2:40 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: [REDACTED]<[REDACTED]@wellingtonwater.co.nz>
Subject: Water Leak - WO269104

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Nga mihi,



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Sent: Thursday, July 13, 2023 6:13 AM
Subject: FW: Water Leak - WO269104

From: [REDACTED]@yahoo.co.uk>
Sent: Wednesday, 12 July 2023 6:05 pm
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>;
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Cheers,

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Kind Regards,

[REDACTED] Customer Resolution Officer
Customer Experience Team

<image001.png>

Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]@yahoo.co.uk>

Sent: Tuesday, 11 July 2023 1:04 pm

To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>

Cc: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>

Subject: Re: Water Leak - WO269104

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Thanks,

[REDACTED]

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A D Riley Leak Detection

██████████ Mobile Numbe ██████████

Detection Services

██████████ Phone Number – ██████████

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

We hope this information helps point you in the right direction.

Kind Regards,

██████████ **Administrator Resolution Support**
Customer Experience Team

<image001.png>

Tel **04 912 4470**

Mobile ██████████

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, July 10, 2023 8:36 PM
To: [REDACTED]
Subject: Fwd: Water Leak - WO269104
Attachments: Private Leak - Reference ID: WO-269104.eml

Caution: This is an external email. Please take care when clicking links or opening attachments.

From: [REDACTED]@yahoo.co.uk>
Date: 10 July 2023 at 16:47:07 NZST
To: [REDACTED]@wellingtonwater.co.nz
Cc: privateleaks@wellingtonwater.co.nz
Subject: Fwd: Automatic reply: Water Leak - WO269104

As [REDACTED] is away - please make sure this reaches the appropriate person.

Note - [REDACTED] from private leaks rang me back this afternoon and has assured me

- A) my water supply will not be restricted on the 14-Jul
- B) she will speak to the leaks team and supply the information requested
- C) I will receive communication in writing (email) confirming this by the end of tomorrow

Thanks

[REDACTED]
Sent from my iPhone

Begin forwarded message:

From: [REDACTED]@wellingtonwater.co.nz>
Date: 10 July 2023 at 15:14:03 NZST
To: [REDACTED]@yahoo.co.uk>
Subject: Automatic reply: Water Leak - WO269104

Kia ora koutou - I'm away on secondment at present and return to Wellington Water on Monday 31 July. Please contact [REDACTED] who is acting Group Manager Customer Operations while I'm away, or my EA [REDACTED] for assistance.

[REDACTED]@wellingtonwater.co.nz
[REDACTED]@wellingtonwater.co.nz

Ngā mihi
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From [REDACTED]@yahoo.co.uk>

Date: 10 July 2023 at 14:39:31 NZST

To: privateleaks@wellingtonwater.co.nz

Cc: [REDACTED]@wellingtonwater.co.nz

Subject: Water Leak - WO269104

Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

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Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,

[REDACTED]

[REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Tuesday, May 2, 2023 4:08 PM
To: Private Leaks
Subject: Private Leak - Reference ID: WO-269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

I am contacting you to follow up on the letter sent on 14-Apr-2023 in which you state that you have identified a water leak on the private service at 8a Frobisher Street. I note I have spoken to my neighbour at 8b [REDACTED] and she has received an identical letter.

I am requesting all documentation and records relating to the investigation which determined there was a leak on both mine and my neighbours property (we have a shared driveway and services easements). If you could include any records, maps or diagrams of service connections that would assist too.

Thanks,

[REDACTED]

[REDACTED]

From: Private Leaks
Sent: Tuesday, May 30, 2023 7:50 AM
To: [REDACTED]
Subject: RE: Private Leak - Reference ID: WO-269104

Good morning [REDACTED]

If you still need help can you please call me please [REDACTED]

Or email

Regards

Many thanks
Regards

Kind Regards,

[REDACTED] Administrator Resolution Support
Customer Experience Team



Tel 04 912 4470

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]@yahoo.co.uk>
Sent: Tuesday, 2 May 2023 4:08 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Subject: Private Leak - Reference ID: WO-269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

I am contacting you to follow up on the letter sent on 14-Apr-2023 in which you state that you have identified a water leak on the private service at 8a Frobisher Street. I note I have spoken to my neighbour at 8b [REDACTED] and she has received an identical letter.

I am requesting all documentation and records relating to the investigation which determined there was a leak on both mine and my neighbours property (we have a shared driveway and services easements). If you could include any records, maps or diagrams of service connections that would assist too.

Thanks,

[REDACTED]

[REDACTED]

Sent: Thursday, July 6, 2023 12:11 PM
To: [REDACTED]
Cc: Private Leaks; [REDACTED]
Subject: RE: Restrictor for 8A & B Frobisher Street

Hi [REDACTED]

Yes, RWLT have had contact with (originally) 4 home owners who are on the shared service, with * C & D attending to their leak

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

From: [REDACTED]@wcc.govt.nz>
Sent: Thursday, 6 July 2023 12:04 pm
To: [REDACTED]@wellingtonwater.co.nz>
Cc: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>
Subject: RE: Restrictor for 8A & B Frobisher Street

Caution: This is an external email. Please take care when clicking links or opening attachments.

Thanks you for the alert [REDACTED]

I trust that over the course of 5 letters we will at least have had some correspondence with one of the two properties – just making sure they know its coming

Did we also try to isolate the toby to confirm that this a) works and b) stems the flow of the private leak.

Otherwise, all good to go with the restrictor.

Regards

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Thursday, 6 July 2023 11:57 am
To: [REDACTED]@wcc.govt.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Restrictor for 8A & B Frobisher Street

Good morning [REDACTED]

Just letting you know that we are sending out a new 3rd letter to 8A & 8B Frobisher Street Island Bay, for a shared service private leak which we intend to place a restrictor on once the 7 day period is up.

Bit of background , the leak has been running since early Dec 22 and they have had 5 letters sent to them, the leak is affecting neighbours who complain about the seepage and roading further down the road who have also reported the seepage.

Any question please let me know.

Many thanks

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

[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 11, 2023 1:46 PM
To: [REDACTED]
Subject: RE: Water Leak - WO269104

Thanks [REDACTED] and [REDACTED]

[REDACTED] brought into the equation for the OIA, and ive allocated to [REDACTED] from my team for the Resolution Team customer care input.

All tracking well and with the right people to progress.

[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Tuesday, 11 July 2023 12:56 pm
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: RE: Water Leak - WO269104

Thanks [REDACTED] chatted with [REDACTED] and in his hands

[REDACTED] - FYI

[REDACTED] **Head of Network Operations and Engineering**



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz

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From: [REDACTED]@wellingtonwater.co.nz>
Sent: Tuesday, 11 July 2023 12:08 pm
To: [REDACTED]@wellingtonwater.co.nz>
Subject: FW: Water Leak - WO269104

Not sure if you wish to respond to this.

Ngā Mihi,

- [REDACTED]

[REDACTED]
Executive Assistant to [REDACTED]



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
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From: [REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 8:36 pm
To: [REDACTED]@wellingtonwater.co.nz>
Subject: Fwd: Water Leak - WO269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

From: [REDACTED]@yahoo.co.uk>
Date: 10 July 2023 at 16:47:07 NZST
To: [REDACTED]@wellingtonwater.co.nz
Cc: privateleaks@wellingtonwater.co.nz
Subject: Fwd: Automatic reply: Water Leak - WO269104

As [REDACTED] is away - please make sure this reaches the appropriate person.

Note - [REDACTED] from private leaks rang me back this afternoon and has assured me

- A) my water supply will not be restricted on the 14-Jul
- B) she will speak to the leaks team and supply the information requested
- C) I will receive communication in writing (email) confirming this by the end of tomorrow

Thanks

[REDACTED]
Sent from my iPhone

Begin forwarded message:

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Date: 10 July 2023 at 15:14:03 NZST
To: [REDACTED]@yahoo.co.uk>
Subject: Automatic reply: Water Leak - WO269104

Kia ora koutou - I'm away on secondment at present and return to Wellington Water on Monday 31 July. Please contact [REDACTED] who is acting Group Manager Customer Operations while I'm away, or my EA [REDACTED] for assistance.

[REDACTED]@wellingtonwater.co.nz
[REDACTED]@wellingtonwater.co.nz

Ngā mihi
[REDACTED]

Sent from my iPhone

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From: [REDACTED]@yahoo.co.uk>
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To: privateleaks@wellingtonwater.co.nz
Cc: [REDACTED]@wellingtonwater.co.nz
Subject: Water Leak - WO269104

Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

I cordially request that all action relating to this alleged leak is suspended whilst my dispute is resolved.

As a short summary:

- Wellington Water has yet to respond to my request for information dated 2-May-2023 (see attached)
- This request was reiterated in a phone conversation on 7-Jun-2023 (again no follow up correspondence except for identical letters)
- There is significant confusion as to whether there is a leak on the private supply to 8a given
 - There are 4 properties on shared supply
 - Two of those properties (8b and 8) have recently had leaks on private laterals repaired
- Identical letters were sent out to all properties and requests for further information from 8a, 8b and 8c have not been responded to

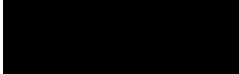
Given this lack of clarity around where the leak is (or indeed whether or not there is a leak) I reiterate my information request and additionally require:

- the information I requested in May
 - Dates, times, details of inspections (all documentary and other details - e.g. employee knowledge)
 - Names of those who undertook inspections and under what authority (including warrants/enforcement officer details if they entered private property)
 - Records of all correspondence with myself (records of phone calls, letters, notes)
- The name and contact details of the manager in charge of this programme
- Any records Wellington Water hold relating to myself and my property (that is [REDACTED] [REDACTED] - 8a Frobisher Street, Island Bay)

I would finally note that myself and my neighbours have been in regular contact over this and we are happy to conduct any repairs required provided that we can have clarity on the determination of where that leak is and whether it actually still exists. I have also just phoned (1415hrs 10-Jul-202) and left a message at the contact details provided on your letter. I trust we can resolve this quickly and recourse to further action on either of our parts.

Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,



[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 11, 2023 7:21 AM
To: [REDACTED]
Subject: RE: Water Leak - WO269104

Thanks [REDACTED] just caught up with Private leaks team upstairs, they'll reach out to me if they require reso input otherwise they confirm now that dialogue has opened up with the client they wont be taking any restriction actions this Friday.

[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Monday, 10 July 2023 3:59 pm
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: FW: Water Leak - WO269104

Just wanted to connect this up with you both.

Ngā mihi

[REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 2:40 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Water Leak - WO269104

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Thanks [REDACTED] chatted with [REDACTED] and in his hands

[REDACTED] - FYI

[REDACTED] [Head of Network Operations and Engineering](#)



Tel 04 912 4400 Mob [REDACTED]

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Not sure if you wish to respond to this.

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Executive Assistant to [REDACTED]



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[REDACTED]
Sent from my iPhone

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Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,



[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 11, 2023 8:15 AM
To: [REDACTED]
Subject: RE: Water Leak - WO269104

Morena [REDACTED]

Great work, thanks!

As we discussed, let treat as an OIA and action appropriately.

Nga mihi

[REDACTED]

[REDACTED] Head of Network Operations and Engineering



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
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Nga mihi,

[REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Tuesday, July 11, 2023 1:04 PM
To: Private Leaks
Cc: Resolution Team; [REDACTED]
Subject: Re: Water Leak - WO269104

Follow Up Flag: Follow up
Flag Status: Completed

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

Thank you for coming back to me promptly.

Apologies if this seems picky but I need to be 100% clear (given you allege this leak has been there since Dec-2022 and repairs have been undertaken by neighbouring properties since then)

Can you confirm:

On 18-May-2023 - an inspection was carried out which verified that there was a leak on the private lateral only serving 8a Frobisher Street and there are no outstanding leaks on 8, 8b or 8c?

If you can provide this confirmation I can get a plumber on to it straight away.

Thanks,

On 11/07/2023, at 09:21, Private Leaks <PrivateLeaks@wellingtonwater.co.nz> wrote:

Good Morning [REDACTED]

Thank you for your time on the phone yesterday afternoon. We acknowledge receipt of your email below; and we will pass this onto our OIA team who will assist in the gathering of the relevant information you have requested. We have also enlisted the services of our resolutions team for customer support assistance in your case should this be required.

We just want to confirm as discussed in our conversation yesterday that we are wanting to work with you to achieve a satisfactory outcome in resolving the leak at your property. Whilst the final notice to fix has a due date of the 14th of July 2023, we acknowledge that you have since engagement in dialogue with WWL and therefore no enforcement will be undertaken on this date. Our desire is for you to progress the repair of this longstanding leak (first identified by WWL on 22/12/22 with several letters been sent to you on the 18/04/2023, 22/05/2023, 12/06/2023, 03/07/2023) so you could take the necessary action. The leak is also impacting on neighbouring properties who have also lodged complaints.

Our Regional Water Loss Team have re- identified the leak on the 18/05/2023 and can confirm that the flow rate is at 23 LPM. not surfacing and marked in the vicinity of where the leak is thought to

be, by way of blue paint marking on the driveway near the Toby/Manifold. Our recommendation would be to engage the services of a plumber to help repair the leak, or alternatively we can provide you with several private leak detection services that can help narrow down the leak location to assist your plumber.

Aqua Leak

██████████ - Mobile Number ██████████

A D Riley Leak Detection

██████████ - Mobile Number ██████████

Detection Services

██████████ - Phone Number ██████████

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

We hope this information helps point you in the right direction.

Kind Regards,

██████████ **Administrator Resolution Support**
Customer Experience Team



Tel 04 912 4470

Mobile ██████████

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

www.wellingtonwater.co.nz

From: [REDACTED]@yahoo.co.uk>
Sent: Wednesday, July 12, 2023 6:05 PM
To: Resolution Team
Cc: [REDACTED] Private Leaks
Subject: Re: Water Leak - WO269104

Follow Up Flag: Follow up
Flag Status: Completed

Caution: This is an external email. Please take care when clicking links or opening attachments.

Thanks for this email though there seems to still be confusion and inconsistency in this information!

- there is no such address as 8D
- 8B and 8 have had leaks repaired in the last 6 months
- as far as I am aware the only shared service is between all properties then the Toby's at the bottom of the driveway separate out each supply (i.e. 8a and 8b do not have a shared service to themselves)

Again I would ask:

Did the inspection on 18-May-2023 confirm there was a leak on the supply to 8a Frobisher Street?
Are there any leaks on supplies to 8, 8b or 8c which confirmed from that date or since?

Cheers,

[REDACTED]
Sent from my iPhone

On 11/07/2023, at 14:26, Resolution Team <ResolutionTeam@wellingtonwater.co.nz> wrote:

Kia ora [REDACTED]

Our detection surveys and follow up visits identified leaks at 8 A, B, C and D. We have confirmed the leaks at 8C and D are now repaired.

We understand that 8A and 8B have separate leaks but come off the same shared service.

Please keep us updated about how the investigation and repairs are going, and we will update our notes.

Kind Regards,

[REDACTED] - Customer Resolution Officer
Customer Experience Team

<image001.png>

Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]@yahoo.co.uk>
Sent: Tuesday, 11 July 2023 1:04 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
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██████████ **Administrator Resolution Support**
Customer Experience Team

<image001.png>

Tel **04 912 4470**

Mobile ██████████

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Sent: Tuesday, July 11, 2023 2:26 PM
To: [REDACTED]
Cc: [REDACTED] Private Leaks
Subject: RE: Water Leak - WO269104

Kia ora [REDACTED]

Our detection surveys and follow up visits identified leaks at 8 A, B, C and D. We have confirmed the leaks at 8C and D are now repaired.

We understand that 8A and 8B have separate leaks but come off the same shared service.

Please keep us updated about how the investigation and repairs are going, and we will update our notes.

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

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

www.wellingtonwater.co.nz

From: [REDACTED]@yahoo.co.uk>
Sent: Tuesday, 11 July 2023 1:04 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz; [REDACTED]@wellingtonwater.co.nz>
Subject: Re: Water Leak - WO269104

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Kia ora,

Thank you for coming back to me promptly.

Apologies if this seems picky but I need to be 100% clear (given you allege this leak has been there since Dec-2022 and repairs have been undertaken by neighbouring properties since them)

Can you confirm:

On 18-May-2023 - an inspection was carried out which verified that there was a leak on the private lateral only serving 8a Frobisher Street and there are no outstanding leaks on 8, 8b or 8c?

If you can provide this confirmation I can get a plumber on to it straight away.

Thanks,



On 11/07/2023, at 09:21, Private Leaks <PrivateLeaks@wellingtonwater.co.nz> wrote:

Good Morning

Thank you for your time on the phone yesterday afternoon. We acknowledge receipt of your email below; and we will pass this onto our OIA team who will assist in the gathering of the relevant information you have requested. We have also enlisted the services of our resolutions team for customer support assistance in your case should this be required.

We just want to confirm as discussed in our conversation yesterday that we are wanting to work with you to achieve a satisfactory outcome in resolving the leak at your property. Whilst the final notice to fix has a due date of the 14th of July 2023, we acknowledge that you have since engagement in dialogue with WWL and therefore no enforcement will be undertaken on this date. Our desire is for you to progress the repair of this longstanding leak (first identified by WWL on 22/12/22 with several letters been sent to you on the 18/04/2023, 22/05/2023, 12/06/2023, 03/07/2023) so you could take the necessary action. The leak is also impacting on neighbouring properties who have also lodged complaints.

Our Regional Water Loss Team have re- identified the leak on the 18/05/2023 and can confirm that the flow rate is at **23 LPM**. not surfacing and marked in the vicinity of where the leak is thought to be, by way of blue paint marking on the driveway near the Toby/Manifold. Our recommendation would be to engage the services of a plumber to help repair the leak, or alternatively we can provide you with several private leak detection services that can help narrow down the leak location to assist your plumber.

Aqua Leak

Mobile Number

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Detection Services

Phone Number

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

We hope this information helps point you in the right direction.

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Customer Experience Team



Tel 04 912 4470

Mobile [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

[REDACTED]

Sent: Tuesday, July 11, 2023 8:10 AM
To: [REDACTED]
Subject: RE: Water Leak - WO269104

Morena [REDACTED]

Great work, thanks!

Nga mihi

[REDACTED]

[REDACTED] **Head of Network Operations and Engineering**



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz

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.

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Tuesday, 11 July 2023 7:21 am
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: RE: Water Leak - WO269104

Thanks [REDACTED] just caught up with Private leaks team upstairs, they'll reach out to me if they require reso input otherwise they confirm now that dialogue has opened up with the client they wont be taking any restriction actions this Friday.

[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Monday, 10 July 2023 3:59 pm
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: FW: Water Leak - WO269104

Just wanted to connect this up with you both.

Ngā mihi

[REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 2:40 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Water Leak - WO269104

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Kia ora,

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I cordially request that all action relating to this alleged leak is suspended whilst my dispute is resolved.

As a short summary:

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- This request was reiterated in a phone conversation on 7-Jun-2023 (again no follow up correspondence except for identical letters)
- There is significant confusion as to whether there is a leak on the private supply to 8a given
 - There are 4 properties on shared supply
 - Two of those properties (8b and 8) have recently had leaks on private laterals repaired
- Identical letters were sent out to all properties and requests for further information from 8a, 8b and 8c have not been responded to

Given this lack of clarity around where the leak is (or indeed whether or not there is a leak) I reiterate my information request and additionally require:

- the information I requested in May
 - Dates, times, details of inspections (all documentary and other details - e.g. employee knowledge)
 - Names of those who undertook inspections and under what authority (including warrants/enforcement officer details if they entered private property)
 - Records of all correspondence with myself (records of phone calls, letters, notes)
- The name and contact details of the manager in charge of this programme
- Any records Wellington Water hold relating to myself and my property (that is [REDACTED] - 8a Frobisher Street, Island Bay)

I would finally note that myself and my neighbours have been in regular contact over this and we are happy to conduct any repairs required provided that we can have clarity on the determination of where that leak is and whether it actually still exists. I have also just phoned (1415hrs 10-Jul-2023) and left a message at the contact details provided on your letter. I trust we can resolve this quickly and recourse to further action on either of our parts.

Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,

[REDACTED]

[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Sent: Thursday, July 13, 2023 12:06 PM
To: [REDACTED]
Cc: [REDACTED] Private Leaks
Subject: RE: Water Leak - WO269104

Hi [REDACTED]

We have been communicating in writing with all 4 property owners (8, 8A, 8B, 8C) in the last 6 months and we both agree that those private leaks were repaired. As per our letter dated 30 June 2023, we have advised we found a leak that services your property, for which you may need to work with your neighbour to get it resolved.

We will be visiting the property next week to determine if there has been any changes (i.e. if the leak has worsened or been repaired). We are willing to place a water meter on the toby to prove that there is a leak. You would need to be present for this. Please confirm whether or not you are available to have an on site meeting next week.

Alternatively, we may be willing to consider reimbursement.

Regards,
[REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Wednesday, 12 July 2023 6:05 pm
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz; [REDACTED]@wellingtonwater.co.nz;
Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Subject: Re: Water Leak - WO269104

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Thanks for this email though there seems to still be confusion and inconsistency in this information!

- there is no such address as 8D
- 8B and 8 have had leaks repaired in the last 6 months
- as far as I am aware the only shared service is between all properties then the Toby's at the bottom of the driveway separate out each supply (i.e. 8a and 8b do not have a shared service to themselves)

Again I would ask:

Did the inspection on 18-May-2023 confirm there was a leak on the supply to 8a Frobisher Street?
Are there any leaks on supplies to 8, 8b or 8c which confirmed from that date or since?

Cheers,
[REDACTED]

Sent from my iPhone

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Kind Regards,

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Customer Experience Team

<image001.png>

Tel 04 912 4400

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

www.wellingtonwater.co.nz

From: [REDACTED] <[REDACTED]@yahoo.co.uk>

Sent: Tuesday, 11 July 2023 1:04 pm

To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>

Cc: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>

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Can you confirm:

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If you can provide this confirmation I can get a plumber on to it straight away.

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Aqua Leak

[REDACTED] – Mobile Number [REDACTED]

A D Riley Leak Detection

[REDACTED] - Mobile Number [REDACTED]

Detection Services

[REDACTED] – Phone Number – [REDACTED]

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

We hope this information helps point you in the right direction.

Kind Regards,

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Customer Experience Team

<image001.png>

Tel **04 912 4470**

Mobile [REDACTED]

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Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

[REDACTED]

From: Private Leaks
Sent: Tuesday, July 11, 2023 9:21 AM
To: [REDACTED]
Cc: Resolution Team
Subject: RE: Water Leak - WO269104

Follow Up Flag: Follow up
Flag Status: Completed

Good Morning [REDACTED]

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Customer Experience Team

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Mobile ██████████

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

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[REDACTED]

From: Resolution Team
Sent: Thursday, July 13, 2023 8:08 AM
Subject: RE: Water Leak - WO269104

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Mobile ██████████

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Level 4, 25 Victoria Street, Petone, Lower Hutt

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[REDACTED]

From: Private Leaks
Sent: Tuesday, July 11, 2023 6:49 AM
To: [REDACTED]
Subject: RE: Water Leak - WO269104

Good Morning [REDACTED]

We acknowledge your email below. I will pass this onto our OIA team and our resolutions team.

Thank you for your time on the phone yesterday afternoon. I just want to confirm our conversation yesterday that we are wanting to work with you to resolve the leaks at your property.

My recommendation would be to engage the services of mpany that can help you point where the leak may be.

From: [REDACTED]<[REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 2:40 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: [REDACTED]<[REDACTED]@wellingtonwater.co.nz>
Subject: Water Leak - WO269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

I cordially request that all action relating to this alleged leak is suspended whilst my dispute is resolved.

As a short summary:

- Wellington Water has yet to respond to my request for information dated 2-May-2023 (see attached)
- This request was reiterated in a phone conversation on 7-Jun-2023 (again no follow up correspondence except for identical letters)
- There is significant confusion as to whether there is a leak on the private supply to 8a given
 - There are 4 properties on shared supply
 - Two of those properties (8b and 8) have recently had leaks on private laterals repaired
- Identical letters were sent out to all properties and requests for further information from 8a, 8b and 8c have not been responded to

Given this lack of clarity around where the leak is (or indeed whether or not there is a leak) I reiterate my information request and additionally require:

- the information I requested in May
 - Dates, times, details of inspections (all documentary and other details - e.g. employee knowledge)
 - Names of those who undertook inspections and under what authority (including warrants/enforcement officer details if they entered private property)
 - Records of all correspondence with myself (records of phone calls, letters, notes)
- The name and contact details of the manager in charge of this programme
- Any records Wellington Water hold relating to myself and my property (that is [REDACTED] - 8a Frobisher Street, Island Bay)

I would finally note that myself and my neighbours have been in regular contact over this and we are happy to conduct any repairs required provided that we can have clarity on the determination of where that leak is and whether it actually still exists. I have also just phoned (1415hrs 10-Jul-202) and left a message at the contact details provided on your letter. I trust we can resolve this quickly and recourse to further action on either of our parts.

Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,



| wufi | Level | RO | Street Name | Street No | Street No Suffix | Full Name | Print Address 1 | Print Address 2 | Print Address 3 | Print Address 4 | Email Address | Phone | Postal Address | Legal Desc |
|---------|-------|-----|------------------|-----------|------------------|------------|-----------------|-----------------|-----------------|-----------------|-------------------------------|------------|--|--|
| 1209960 | 1&1 | O&R | Frobisher Street | 8 | A | [REDACTED] | 8A Frobisher St | Island Bay | Wellington 6023 | 8A Frobisher St | | | 8A Frobisher St Island Bay Wellington 6023 | LOT 1 DP 346714 - SUBJ TO ROW |
| 1209960 | 2&2 | O&R | Frobisher Street | 8 | A | [REDACTED] | 8A Frobisher St | Island Bay | Wellington 6023 | 8A Frobisher St | | | 8A Frobisher St Island Bay Wellington 6023 | LOT 1 DP 346714 - SUBJ TO ROW |
| 1209961 | 1&1 | O&R | Frobisher Street | 8 | B | [REDACTED] | 8B Frobisher St | Island Bay | Wellington 6023 | 8B Frobisher St | [REDACTED]@richtapestry.co.nz | [REDACTED] | 8B Frobisher St Island Bay Wellington 6023 | LOT 2 DP 346714 - INT IN ROW |
| 1823381 | 1&1 | O&R | Frobisher Street | 8 | C | [REDACTED] | 37 Tiketike Way | Brooklyn | Wellington 6021 | 37 Tiketike Way | [REDACTED]@yahoo.co.nz | [REDACTED] | 37 Tiketike Way Brooklyn Wellington 6021 | UNIT B DP 401391 |
| 1823379 | 1 | O | Frobisher Street | 8 | | Various | Use For Cps | Wellington | | Use For Cps | | | Use For Cps Wellington | LOT 1 DP 341775 - SUBJ TO & INT IN ROW |
| 1823380 | 1&1 | O&R | Frobisher Street | 8 | | [REDACTED] | 8 Frobisher St | Lyll Bay | Wellington 6023 | 8 Frobisher St | [REDACTED]@yahoo.co.nz | [REDACTED] | 8 Frobisher St Lyall Bay Wellington 6023 | UNIT A DP 401391 AU1A |

[REDACTED]

From: BUS: Landinfo <Landinfo@wcc.govt.nz>
Sent: Tuesday, April 11, 2023 9:41 PM
To: [REDACTED]
Subject: RE: Emailing: 11th of April Addresses for Wellington Required.xlsx
Attachments: data (100) [REDACTED].xlsx

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora [REDACTED]
See spreadsheet.

Those with the yellow highlighter were previously supplied to you on 8 March as was 150 Oriental Pde which has not been added to this spreadsheet as I recognised that address straight away.

Can you send me an image for the site in Gee St as there are sports fields on both sides and the street number doesn't match. Could you mean the southern corner of Gee St and Main Rd?

17 Rongotai Rd is part of 1 Childers Tce.

Ratepayer names and contact addresses is restricted personal information. Some ratepayers have asked for more privacy than the privacy guaranteed by legislation.

The information can be used by the Council, and its contractors, when needing to contact ratepayers whose properties are directly affected by something being done by the Council. As the contracted service provider for Council, information can be provided to any employee of Wellington Water, when needed for Council related work. However, it is essential that this is not forwarded to third parties and never added to direct mail lists.

Because of the sensitive nature of this information, Council will only provide it to the person requesting it. If that information needs to be shared with a colleague, it is your responsibility to ensure that person understands the restrictions on the use of that information under the relevant legislation before they are given a copy of any personal information.

[REDACTED]
Land, Customer and Property Advisor
Land, Customer and Property Team
Wellington City Council
P [REDACTED] E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz

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.

-----Original Message-----

From: [REDACTED]@wellingtonwater.co.nz>
Sent: 11 April 2023 8:42 am
To: [REDACTED]@wcc.govt.nz>
Subject: Emailing: 11th of April Addresses for Wellington Required.xlsx

Good morning [REDACTED]

I have got all the addresses from previous requests and this is the current list that I still need

Many thanks [REDACTED]

Your message is ready to be sent with the following file or link attachments:

11th of April Addresses for Wellington Required.xlsx

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

[REDACTED]

From: Private Leaks
Sent: Tuesday, May 30, 2023 7:49 AM
To: [REDACTED]
Subject: RE: Private Leak - Reference ID: WO-269104

Good morning [REDACTED]

If you still need help can you please call me please [REDACTED]

Or email

Regards

From: [REDACTED]<[REDACTED]@yahoo.co.uk>
Sent: Tuesday, 2 May 2023 4:08 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Subject: Private Leak - Reference ID: WO-269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

I am contacting you to follow up on the letter sent on 14-Apr-2023 in which you state that you have identified a water leak on the private service at 8a Frobisher Street. I note I have spoken to my neighbour at 8b [REDACTED] and she has received an identical letter.

I am requesting all documentation and records relating to the investigation which determined there was a leak on both mine and my neighbours property (we have a shared driveway and services easements). If you could include any records, maps or diagrams of service connections that would assist too.

Thanks,

[REDACTED]

[REDACTED]

From: Private Leaks
Sent: Tuesday, July 11, 2023 9:20 AM
To: [REDACTED]
Subject: RE: Water Leak - WO269104

Good Morning [REDACTED]

Thank you for your time on the phone yesterday afternoon. We acknowledge receipt of your email below; and we will pass this onto our OIA team who will assist in the gathering of the relevant information you have requested. We have also enlisted the services of our resolutions team for customer support assistance in your case should this be required.

We just want to confirm as discussed in our conversation yesterday that we are wanting to work with you to achieve a satisfactory outcome in resolving the leak at your property.

Whilst the final notice to fix has a due date of the 14th of July 2023, we acknowledge that you have since engagement in dialogue with WWL and therefore no enforcement will be undertaken on this date. Our desire is for you to progress the repair of this longstanding leak (first identified by WWL on 22/12/22 with several letters been sent to you on the 18/04/2023, 22/05/2023, 12/06/2023, 03/07/2023) so you could take the necessary action. The leak is also impacting on neighbouring properties who have also lodged complaints.

Our Regional Water Loss Team have re- identified the leak on the 18/05/2023 and can confirm that the flow rate is at 23 LPM. not surfacing and marked in the vicinity of where the leak is thought to be, by way of blue paint marking on the driveway near the Toby/Manifold. Our recommendation would be to engage the services of a plumber to help repair the leak, or alternatively we can provide you with several private leak detection services that can help narrow down the leak location to assist your plumber.

Aqua Leak

[REDACTED] - Mobile Number [REDACTED]

A D Riley Leak Detection

[REDACTED] - Mobile Number [REDACTED]

Detection Services

[REDACTED] - Phone Number [REDACTED]

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

We hope this information helps point you in the right direction.

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, 10 July 2023 2:40 pm
To: Private Leaks <PrivateLeaks@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Water Leak - WO269104

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Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

I cordially request that all action relating to this alleged leak is suspended whilst my dispute is resolved.

As a short summary:

- Wellington Water has yet to respond to my request for information dated 2-May-2023 (see attached)
- This request was reiterated in a phone conversation on 7-Jun-2023 (again no follow up correspondence except for identical letters)
- There is significant confusion as to whether there is a leak on the private supply to 8a given
 - There are 4 properties on shared supply
 - Two of those properties (8b and 8) have recently had leaks on private laterals repaired
- Identical letters were sent out to all properties and requests for further information from 8a, 8b and 8c have not been responded to

Given this lack of clarity around where the leak is (or indeed whether or not there is a leak) I reiterate my information request and additionally require:

- the information I requested in May
 - Dates, times, details of inspections (all documentary and other details - e.g. employee knowledge)
 - Names of those who undertook inspections and under what authority (including warrants/enforcement officer details if they entered private property)
 - Records of all correspondence with myself (records of phone calls, letters, notes)
- The name and contact details of the manager in charge of this programme
- Any records Wellington Water hold relating to myself and my property (that is [REDACTED] - 8a Frobisher Street, Island Bay)

I would finally note that myself and my neighbours have been in regular contact over this and we are happy to conduct any repairs required provided that we can have clarity on the determination of where that leak is and whether it actually still exists. I have also just phoned (1415hrs 10-Jul-202) and left a message at the contact details provided on your letter. I trust we can resolve this quickly and recourse to further action on either of our parts.

Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,

Sent: Wednesday, July 12, 2023 2:30 PM
Attachments: Water Leak - WO269104; Water leak shared services 8B Frobisher Street - Your reference ID is WO-269104; Leak Frobisher ; Private Leak - Reference ID: WO-269104; Private leak inspections for the Day

Hi [REDACTED]

There maybe some double ups I hope not

There are and have been 3 jobs in Maximo

Original 8 Frobisher WO-269104

Job logged WCCSR-565831

Kind Regards,

[REDACTED] **Administrator Resolution Support**
Customer Experience Team



Tel 04 912 4470

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

[REDACTED]

From: [REDACTED]@yahoo.co.uk>
Sent: Monday, July 10, 2023 2:40 PM
To: Private Leaks
Cc: [REDACTED]
Subject: Water Leak - WO269104
Attachments: Private Leak - Reference ID: WO-269104.eml

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

On Saturday (8-Jul-2023) I received a "final notice to fix" relating to 8a Frobisher Street, threatening restricted supply should this not occur by 14-Jul-2023.

I cordially request that all action relating to this alleged leak is suspended whilst my dispute is resolved.

As a short summary:

- Wellington Water has yet to respond to my request for information dated 2-May-2023 (see attached)
- This request was reiterated in a phone conversation on 7-Jun-2023 (again no follow up correspondence except for identical letters)
- There is significant confusion as to whether there is a leak on the private supply to 8a given
 - There are 4 properties on shared supply
 - Two of those properties (8b and 8) have recently had leaks on private laterals repaired
- Identical letters were sent out to all properties and requests for further information from 8a, 8b and 8c have not been responded to

Given this lack of clarity around where the leak is (or indeed whether or not there is a leak) I reiterate my information request and additionally require:

- the information I requested in May
 - Dates, times, details of inspections (all documentary and other details - e.g. employee knowledge)
 - Names of those who undertook inspections and under what authority (including warrants/enforcement officer details if they entered private property)
 - Records of all correspondence with myself (records of phone calls, letters, notes)
- The name and contact details of the manager in charge of this programme
- Any records Wellington Water hold relating to myself and my property (that is [REDACTED] 8a Frobisher Street, Island Bay)

I would finally note that myself and my neighbours have been in regular contact over this and we are happy to conduct any repairs required provided that we can have clarity on the determination of where that leak is and whether it actually still exists. I have also just phoned (1415hrs 10-Jul-202) and left a message at the contact details provided on your letter. I trust we can resolve this quickly and recourse to further action on either of our parts.

Please respond by phone and in writing to this I would expect contact no later than 24hrs from receipt.

Nga mihi,

[REDACTED]



[REDACTED]

From: [REDACTED]@richtapestry.co.nz>
Sent: Thursday, May 25, 2023 9:33 PM
To: Private Leaks
Cc: [REDACTED]
Subject: Water leak shared services 8B Frobisher Street - Your reference ID is WO-269104

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora Wellington Water,

On 14 April you sent a letter saying that you had detected a water leak on the private service at my property, which includes a shared driveway servicing several homes. Your reference ID is WO-269104

One of my neighbours wrote asking for more information, but I understand has not heard anything from you yet.

In February of this year I had a water leak repaired near my house, the water main was leaking quite close to my front door. Is it possible that this is the leak you detected and refer to in your April letter? I would like to confirm that the leak you have identified was detected after the repair I have already completed before we investigate further.

Can you tell me when you detected the leak you wrote about on 14/04.2023?

Kind regards

[REDACTED]

8B Frobisher Street
Island Bay
Wellington

[REDACTED]

From: [REDACTED]@gmail.com>
Sent: Thursday, May 25, 2023 8:37 PM
To: Private Leaks
Subject: Leak Frobisher

Caution: This is an external email. Please take care when clicking links or opening attachments.

Hi
I'm at 8c Frobisher street Island Bay.
Can you please tell us where the leak is so we can organise a plumber. There are three properties here so I can't afford to get a plumber to search around for ages.
Thanks [REDACTED]

22/05/2023

[REDACTED]
37 Tiketike Way
Brooklyn
Wellington 6021

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8C Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified that there is a private water leak within the joint supply of properties 8 Frobisher Street, 8A Frobisher Street, 8B Frobisher Street and 8C Frobisher Street, Island Bay

Our investigations suggest that the private water leak is beyond the council point of supply and within one of the shared services properties. As this is the case being a private common line it is the responsibility of the property owners to work together to engage a plumber to get the leak repaired.

It's important for water leaks to be fixed as soon as possible to minimise wastage and reduce the risk of damage to your properties

Under the Wellington City Council's water supply bylaw, the property owners are responsible for maintaining their water service pipes and fittings from the point of supply (toby) into their property.

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

If you are a tenant at this address, please call us as soon as possible and advise us who the property owner is so we can work with them to ensure the water leak is fixed.

Once the leak is repaired, please call Wellington Water on 04 912 4470 or e-mail privateleaks@wellingtonwater.co.nz to let us know the work has been completed.

If you have any questions or concerns about what is expected, please let us know.

Thank you for doing your bit to conserve water and help to improve our city's water services.

Yours sincerely

Wellington Water
On behalf of Wellington City Council

Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
04 912 4400 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.

[REDACTED]

From: [REDACTED]
Sent: Thursday, May 18, 2023 3:26 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Private leak inspections for the Day

Hi [REDACTED]

19 -21 Bidwell St; Private leak at # 21 Bidwell St. Owners contact [REDACTED], Ph [REDACTED].
I have spoken with [REDACTED] and explained to him about the private leak and he will get his plumber to investigate.
Can you please send him a private leak letter with my contact details on as well.

24 Roy St; We meet with the owner of the back unit had a look around and have narrowed down a location for his & his plumber to start looking for the private water leak. He was happy with our visit.

58 Kainui Rd; No sound on the Manifold or the water service, We did notice that the private water service has also been renewed by the home owner. Close down.

8 Ingestre St; Water from Storm water pipe. Checked and there is still a sound of a leak on the Ball Valve indicating a private leak, Possible over flow going on to the roof in to the guttering? Need another letter sent.

33,33A Shirley St; The Water meter is turning over still indicting there is still a leak present. We freshened up the marks on the Meter box (red dot lid, white kerb mark) at the bottom of the drive in the berm on the right hand side when looking up the driveway.

8 A & B Frobisher St; Still going. We checked both with a water meter to get an gauge on the flow foe each property. 8A 23 Lpm the leak is near the bottom of the driveway. 8B 5.5 Lpm the leak is more likely to be closer to the house. They will/should get there plumber to confirm the exact location of the leak and repair as needed, Both properties will need there next letter sent.

That's all for today.

Thanks

[REDACTED] Water Loss Specialist



Tel +64 4 9124400 DDI Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045,
25 Victoria Street, Petone, Lower Hutt
Royce.haxton@wellingtonwater.co.nz
www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils and Greater Wellington Regional Council.
We manage their drinking water, wastewater and stormwater services.

22/05/2023

[REDACTED]
8 A Frobisher Street
Island Bay
Wellington 6023

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8A Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified that there is a private water leak within the joint supply of properties 8 Frobisher Street, 8A Frobisher Street, 8B Frobisher Street and 8C Frobisher Street, Island Bay

Our investigations suggest that the private water leak is beyond the council point of supply and within one of the shared services properties. As this is the case being a private common line it is the responsibility of the property owners to work together to engage a plumber to get the leak repaired.

It's important for water leaks to be fixed as soon as possible to minimise wastage and reduce the risk of damage to your properties

Under the Wellington City Council's water supply bylaw, the property owners are responsible for maintaining their water service pipes and fittings from the point of supply (toby) into their property.

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

If you are a tenant at this address, please call us as soon as possible and advise us who the property owner is so we can work with them to ensure the water leak is fixed.

Once the leak is repaired, please call Wellington Water on 04 912 4470 or e-mail privateleaks@wellingtonwater.co.nz to let us know the work has been completed.

If you have any questions or concerns about what is expected, please let us know.

Thank you for doing your bit to conserve water and help to improve our city's water services.

Yours sincerely

Wellington Water
On behalf of Wellington City Council

12/06/2023

[REDACTED]
8 A Frobisher Street
Island Bay
Wellington 6023

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8A Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified that there is a private water leak within the joint supply of properties 8A Frobisher Street, and 8B Frobisher Street Island Bay.

Our investigations suggest that the private water leak is beyond the council point of supply and within one of the shared services properties. As this is the case being a private common line it is the responsibility of the property owners to work together to engage a plumber to get the leak repaired.

It's important for water leaks to be fixed as soon as possible to minimise wastage and reduce the risk of damage to your properties

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If you have any questions or concerns about what is expected, please let us know.

Thank you for doing your bit to conserve water and help to improve our city's water services.

Yours sincerely

Wellington Water
On behalf of Wellington City Council

30/06/2023

[REDACTED]
8 A Frobisher Street
Island Bay
Wellington 6023

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8A Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified that there is a private water leak within the joint supply of properties 8A Frobisher Street, and 8B Frobisher Street Island Bay.

Our investigations suggest that the private water leak is beyond the council point of supply and within one of the shared services properties. As this is the case being a private common line it is the responsibility of the property owners to work together to engage a plumber to get the leak repaired.

It's important for water leaks to be fixed as soon as possible to minimise wastage and reduce the risk of damage to your properties

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If you are a tenant at this address, please call us as soon as possible and advise us who the property owner is so we can work with them to ensure the water leak is fixed.

Once the leak is repaired, please call Wellington Water on 04 912 4470 or e-mail privateleaks@wellingtonwater.co.nz to let us know the work has been completed.

If you have any questions or concerns about what is expected, please let us know.

Thank you for doing your bit to conserve water and help to improve our city's water services.

Yours sincerely

Wellington Water
On behalf of Wellington City Council

12/06/2023

[REDACTED]
8B Frobisher Street
Island Bay, Wellington 6023

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8A Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified that there is a private water leak within the joint supply of properties , 8A Frobisher Street, and 8B Frobisher Street, Island Bay

Our investigations suggest that the private water leak is beyond the council point of supply and within one of the shared services properties. As this is the case being a private common line it is the responsibility of the property owners to work together to engage a plumber to get the leak repaired.

It's important for water leaks to be fixed as soon as possible to minimise wastage and reduce the risk of damage to your properties

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If you have any questions or concerns about what is expected, please let us know.

Thank you for doing your bit to conserve water and help to improve our city's water services.

Yours sincerely

Wellington Water
On behalf of Wellington City Council

30/06/2023

[REDACTED]
8B Frobisher Street
Island Bay, Wellington 6023

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8A Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified that there is a private water leak within the joint supply of properties, 8A Frobisher Street, and 8B Frobisher Street, Island Bay

Our investigations suggest that the private water leak is beyond the council point of supply and within one of the shared services properties. As this is the case being a private common line it is the responsibility of the property owners to work together to engage a plumber to get the leak repaired.

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If you have any questions or concerns about what is expected, please let us know.

Thank you for doing your bit to conserve water and help to improve our city's water services.

Yours sincerely

Wellington Water
On behalf of Wellington City Council

22/05/2023

[REDACTED]
8B Frobisher Street
Island Bay, Wellington 6023

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8A Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified that there is a private water leak within the joint supply of properties 8 Frobisher Street, 8A Frobisher Street, 8B Frobisher Street and 8C Frobisher Street, Island Bay

Our investigations suggest that the private water leak is beyond the council point of supply and within one of the shared services properties. As this is the case being a private common line it is the responsibility of the property owners to work together to engage a plumber to get the leak repaired.

It's important for water leaks to be fixed as soon as possible to minimise wastage and reduce the risk of damage to your properties

Under the Wellington City Council's water supply bylaw, the property owners are responsible for maintaining their water service pipes and fittings from the point of supply (toby) into their property.

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

If you are a tenant at this address, please call us as soon as possible and advise us who the property owner is so we can work with them to ensure the water leak is fixed.

Once the leak is repaired, please call Wellington Water on 04 912 4470 or e-mail privateleaks@wellingtonwater.co.nz to let us know the work has been completed.

If you have any questions or concerns about what is expected, please let us know.

Thank you for doing your bit to conserve water and help to improve our city's water services.

Yours sincerely

Wellington Water
On behalf of Wellington City Council

22/05/2023

[REDACTED]
37 Tiketike Way
Brooklyn
Wellington 6021

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8C Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified that there is a private water leak within the joint supply of properties 8 Frobisher Street, 8A Frobisher Street, 8B Frobisher Street and 8C Frobisher Street, Island Bay

Our investigations suggest that the private water leak is beyond the council point of supply and within one of the shared services properties. As this is the case being a private common line it is the responsibility of the property owners to work together to engage a plumber to get the leak repaired.

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Yours sincerely

Wellington Water
On behalf of Wellington City Council

14/04/2023

[REDACTED]
8 Frobisher Street
Island Bay
Wellington

Reference ID: WO-269104

Private water leak – Shared Services
8 Frobisher Street, Island Bay, Wellington

Dear [REDACTED]

As part of Wellington Water's water conservation and leak detection activities, we have identified a water leak on the private service at your property.

It's important for water leaks to be fixed as soon as possible to minimise wastage and reduce the risk of damage to your property.

Our investigations suggest that the private water leak is beyond the council point of supply and within your property.

The property owner is responsible for maintaining their water service pipe and fittings from the point of supply within their private property.

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

If you are a tenant at this address, please call us as soon as possible and advise us who the property owner is so we can work with them to ensure the water leak is fixed.

Once the leak is repaired, please call Wellington Water on 04 912 4470 or [REDACTED], or e-mail privateleaks@wellingtonwater.co.nz to let us know the work has been completed.

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Yours sincerely

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On behalf of Wellington City Council

14/04/2023

[REDACTED]
8 A Frobisher Street
Island Bay
Wellington 6023

Reference ID: WO-269104

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8A Frobisher Street, Island Bay, Wellington

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If you are a tenant at this address, please call us as soon as possible and advise us who the property owner is so we can work with them to ensure the water leak is fixed.

Once the leak is repaired, please call Wellington Water on 04 912 4470 or 021 820 578, or e-mail privateleaks@wellingtonwater.co.nz to let us know the work has been completed.

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Yours sincerely

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14/04/2023

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14/04/2023

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On behalf of Wellington City Council

22/05/2023

[REDACTED]
8 Frobisher Street
Island Bay
Wellington

Reference ID: WO-269104

Private water leak – Shared services - First Notice to Fix
8 Frobisher Street, Island Bay, Wellington

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Yours sincerely

Wellington Water
On behalf of Wellington City Council

05/07/2023

[REDACTED]
8 A Frobisher Street
Island Bay, Wellington 6023

Reference ID: WO-269104

Private water leak – Third and Final Notice to Fix shared Services
8A Frobisher Street, Island Bay, Wellington 6023

Dear [REDACTED]

Wellington Water have sent Four letters on

16/04/2023, 22/05/2023,10/06/2023,27/06/2023, requesting for you to fix a water leak on your property at; **8A Frobisher Street Island Bay** We have checked the property and found that the leak has not been fixed yet.

The water leak is beyond the point of supply on the private service pipe to your property. Under **Wellington City Council's** bylaws, the property owner is responsible for repairing this water leak. It is expected that you will have the works completed within 7 days of this notice and that you let Wellington Water know that the works are completed, or a restrictor will be installed to your water supply. A restrictor is the installation of a device on the water supply that significantly reduces the flow of water to the dwelling, allowing only basic needs.

Under the **Wellington City Council's** water supply bylaw, the property owner is responsible for maintaining their water service pipe and fittings from the point of supply (toby) into their property. Under Section 192 of the Local Government Act (2002), wasting water is not permitted and the supply of water may be restricted under Section 193 if the building owner fails to act on this notice. Your water supply will be restricted under Section 193 of the Local Government Act 2002, and/or the supply will be metered, and you will be charged for the consumption.

This is a third letter of Notice to Fix under Section 224 of the Local Government Act 2002. We will be returning to your property on **14/07/2023** to check that the work has been done.

If you have any questions regarding what is expected, please contact Wellington Water at privateleaks@wellingtonwater.co.nz or call on 04 912 4470 or call/txt [REDACTED]

Kind regards,

Wellington Water
On behalf of Wellington City Council

05/07/2023

██████████
8B Frobisher Street
Island Bay, Wellington 6023

Reference ID: WO-269104

Private water leak – Third and Final Notice to Fix shared Services
8B Frobisher Street, Island Bay, Wellington 6023

Dear ██████████

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16/04/2023, 22/05/2023,10/06/2023,27/06/2023, requesting for you to fix a water leak on your property at; **8A Frobisher Street Island Bay** We have checked the property and found that the leak has not been fixed yet.

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If you have any questions regarding what is expected, please contact Wellington Water at privateleaks@wellingtonwater.co.nz or call on 04 912 4470 or call/txt ██████████.

Kind regards,

Wellington Water
On behalf of Wellington City Council

From: [REDACTED]
To: [REDACTED]
Subject: Emailing: 8 A Frobisher Street SS, Island Bay - Shared Service Template - Copy - Copy.docx, 8 A Frobisher Street SS, x 2 Island Bay - Shared Service Template - Copy - Copy.docx, 8 A Frobisher Street SS, x 3 Island Bay - Shared Service Template - Cop
Date: Thursday, July 13, 2023 1:26:00 PM
Attachments: [8 A Frobisher Street SS, Island Bay - Shared Service Template - Copy - Copy.docx](#)
[8 A Frobisher Street SS, x 2 Island Bay - Shared Service Template - Copy - Copy.docx](#)
[8 A Frobisher Street SS, x 3 Island Bay - Shared Service Template - Copy.docx](#)
[8 B Frobisher Street SS x 2 , Island Bay - Shared Service Template - Copy - Copy.docx](#)
[8 B Frobisher Street SS x 3 , Island Bay - Shared Service Template - Copy.docx](#)
[8 B Frobisher Street SS, Island Bay - Shared Service Template - Copy - Copy.docx](#)
[8 C Frobisher Street SS, Island Bay - Shared Service Template.docx](#)
[8 Frobisher Street, Island Bay - First Notice to Fix Template.docx](#)
[8 A Frobisher Street, Island Bay - First Notice to Fix Template - Copy - Copy.docx](#)
[8 B Frobisher Street, Island Bay - First Notice to Fix Template - Copy - Copy.docx](#)
[8 C Frobisher Street, Island Bay - First Notice to Fix Template - Copy.docx](#)
[8 Frobisher Street SS, Island Bay - Shared Service Template - Copy.docx](#)
[SS Letter for 8A Private Leak - Shared Service Template - Copy.docx](#)
[SS Letter for 8B Private Leak - Shared Service Template.docx](#)

Your message is ready to be sent with the following file or link attachments:

8 A Frobisher Street SS, Island Bay - Shared Service Template - Copy - Copy.docx
8 A Frobisher Street SS, x 2 Island Bay - Shared Service Template - Copy - Copy.docx
8 A Frobisher Street SS, x 3 Island Bay - Shared Service Template - Copy.docx
8 B Frobisher Street SS x 2 , Island Bay - Shared Service Template - Copy - Copy.docx
8 B Frobisher Street SS x 3 , Island Bay - Shared Service Template - Copy.docx
8 B Frobisher Street SS, Island Bay - Shared Service Template - Copy - Copy.docx
8 C Frobisher Street SS, Island Bay - Shared Service Template.docx
8 Frobisher Street, Island Bay - First Notice to Fix Template.docx
8 A Frobisher Street, Island Bay - First Notice to Fix Template - Copy - Copy.docx
8 B Frobisher Street, Island Bay - First Notice to Fix Template - Copy - Copy.docx
8 C Frobisher Street, Island Bay - First Notice to Fix Template - Copy.docx
8 Frobisher Street SS, Island Bay - Shared Service Template - Copy.docx
SS Letter for 8A Private Leak - Shared Service Template - Copy.docx
SS Letter for 8B Private Leak - Shared Service Template.docx

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

| 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 |
|---|----------------------|--------------|---|---|------------|----------|--------|----------------------|------------------------|-----------------------|------------------------|--|
| 3 Frobisher Street | | | | | | | | | | | | |
| 3 Frobisher Street, Island Bay, Wellington, 6023 | WCCSR-218746 | WCC_WW019367 | Blockage 3 Frobisher Street, Island Bay, Wellington | Caller [REDACTED] is a plumber and advised that there is a blockage in the council main at this address (they went down 14m and couldn't find it). Please attend and unblock. | Wastewater | 1 | CLOSE | 8/13/2021 8:20:32 AM | 8/13/2021 10:13:21 AM | 8/13/2021 8:20:54 AM | Note from Council | Address: 3 FROBISHER STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=41.34366114838697,174.7623082169323 |
| | | | | | | | | | | 8/13/2021 8:36:54 AM | Spoke to caller | Spoke to the plumber who attended last night. Advised we'll attend.<!-- RICH TEXT --> |
| | | | | | | | | | | 8/13/2021 10:57:39 AM | Block sewer | Arrived on site we checked the wastewater main and found that it was blocked we proceeded to rod the line we road 2 rods inside the manhole and found that the blockage was inside the manhole and we cleared it we then tidy up and disinfect the effected area under the house all clean |
| | | | | | | | | | | 8/16/2021 10:36:58 AM | Note from Council | Closed by WCC |
| 3A Frobisher Street | | | | | | | | | | | | |
| 3A Frobisher Street, Island Bay, Wellington, 6023 | WCCSR-396024 | WCC_SW015423 | Instructed Works 3A Frobisher Street, Island Bay | <div>22/11/22 CAR N/A no excavation </div><div>Stormwater Inlet Location Request - 3A Frobisher Street Hello, Can we get some-one from Wellington Water to locate stormwater inlet (SW015423) as shown below in the pink circle at 3A Frobisher Street please?</div><!-- RICH TEXT --> | Stormwater | 4 | CLOSE | 6/10/2022 3:05:22 AM | 11/17/2022 1:45:05 PM | 6/10/2022 3:05:42 AM | Note from Council | Address: 3A FROBISHER STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=41.343611598497596,174.76202798362166 |
| | | | | | | | | | | 6/13/2022 1:40:44 PM | Assigned to [REDACTED] | Assigned to [REDACTED].<!-- RICH TEXT --> |
| | | | | | | | | | | 6/13/2022 1:40:50 PM | | |
| | | | | | | | | | | 6/26/2022 4:22:35 PM | Note from Council | Hi, Can you let me know if this has been actioned yet? Regards, [REDACTED] Associate - Planning SpencerHolmes Limited PO Box 588, Wellington 6140 Level 10, 57 Willis Street, Wellington 6011 adg@spencerholmes.co.nz<mailto:adg@spencerholmes.co.nz> www.spencerholmes.co.nz<blocked::http://www.spenc |

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|--|--|--|--|--|--|--|--|--|--|--------------------------|--|--|
| | | | | | | | | | | | erholmes.co.nz/> P [REDACTED] M [REDACTED] | |
| | | | | | | | | | | | Please consider the environment before printing this email. | |
| | | | | | | | | | | | This email message and any attachments should be treated as CONFIDENTIAL. If you are not the intended recipient, any use, disclosure or copying of this message or attachments is strictly prohibited. If you have received this email message in error please notify admin@spencerholmes.co.nz<mailto:admin@spencerholmes.co.nz> immediately and erase all copies of the message and any attachments. | |
| | | | | | | | | | | 7/1/2022 3:42:28 PM | Further investigation required | Arrived onsite, Knocked on door but nobody was home, Went around the back deck and tried to search for the intake but couldn't find, More investigation required |
| | | | | | | | | | | 7/1/2022 3:42:29 PM | Status Change to PAUSE | Further investigation required |
| | | | | | | | | | | 7/13/2022 3:40:05 PM | Please pass to cctv | Arrived onsite, Was unable to find the stormwater intake/ outlet, Went to locate the upstream stormwater manhole in the shrubs and bush using my bar to poke at it as it was buried, Ran water from 5 teme way stormwater lateral and went back down the bank where I could slightly hear water running and found the manhole, Uncovered it and opened the manhole and could see a flow but no dampness or water coming out of the ground where the intake could be. Can I please pass this job into cctv to camera from this stormwater manhole downstream to locate this intake as there maybe a possibility that it maybe piped. The best and easiest way to get to the exposed manhole is going right to the back of 19 Robertson st behind the fence. (Seen in attachments) |
| | | | | | | | | | | 7/13/2022 3:40:06 PM | Status Change to PAUSE | Pass to cctv |
| | | | | | | | | | | 7/13/2022 3:43:12 PM | Reassigned to T/L [REDACTED] | Reassigned to T/L [REDACTED]. <!-- RICH TEXT --> |
| | | | | | | | | | | 7/15/2022 12:43:31 PM | CCTV Inspection | Arrived on site, accessed through 19 Robertson to manhole to undergo CCTV Inspection to locate intake. |
| | | | | | | | | | | 7/15/2022 12:43:32 PM | Status Change to PAUSE | Team lead to review footage |
| | | | | | | | | | | 7/19/2022 11:17:53 AM | CCTV Notes | 19/07/22 CCTV drain section SW007856 to SW015423.TV:3184:59. Intake is located under deck.<!-- RICH TEXT --> |

| | | | | | | | | | | | | |
|--|--------------|-------------------|---------------------------------------|--|---------|---|-------|----------------------|----------------------|-----------------------|---|--|
| | | | | | | | | | | 8/4/2022 11:51:10 AM | Note from Council | <p>Hi,</p> <p>Could you let me know if this stormwater markout has been completed please?</p> <p>Regards,</p> <p>██████████ Associate - Planning SpencerHolmes Limited</p> <p>PO Box 588, Wellington 6140 Level 10, 57 Willis Street, Wellington 6011 adg@spencerholmes.co.nz<mailto:adg@spencerholmes.co.nz> www.spencerholmes.co.nz<blocked::http://www.spencerholmes.co.nz/> P ██████████ M ██████████</p> <p>Please consider the environment before printing this email.</p> <p>This email message and any attachments should be treated as CONFIDENTIAL. If you are not the intended recipient, any use, disclosure or copying of this message or attachments is strictly prohibited. If you have received this email message in error please notify admin@spencerholmes.co.nz<mailto:admin@spencerholmes.co.nz> immediately and erase all copies of the message and any attachments.</p> |
| | | | | | | | | | | 9/15/2022 10:32:14 AM | Email sent to homeowner of finding | in attachments <!-- RICH TEXT --> |
| | | | | | | | | | | 11/17/2022 1:45:03 PM | No response from homeowner, closing job | |
| | | | | | | | | | | 11/20/2022 2:40:51 PM | Note from Council | Closed by WCC |
| | | | | | | | | | | 11/22/2022 7:38:02 AM | CAR N/A no excavation | CAR N/A no excavation <!-- RICH TEXT --> |
| | WCCSR-565831 | No Asset Selected | Fault 3a Frobisher Street, Island Bay | <div>Water leak coming from the street and seems like but is under the ground, as the leak has come into his house and started leaking into the room downstairs please access</div><div> </div><div> </div><!-- RICH TEXT --> | Potable | 3 | CLOSE | 2/1/2023 10:10:36 AM | 2/20/2023 2:50:22 PM | 2/1/2023 10:10:47 AM | Note from Council | <p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora ██████████</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</p> |

| | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|----------------------------|---------------------------------|---|
| | | | | | | | | | | | | <p>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> |
| | | | | | | | | | | 2/1/2023 10:10:47 AM | Note from Council | <p>Address: 3A FROBISHER STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.343611598497596,174.76202798362166</p> |
| | | | | | | | | | | 2/1/2023 10:16:40 AM | Note from Council | Called through to WW |
| | | | | | | | | | | 2/1/2023 10:16:40 AM | Note from Council | Called through to WW |
| | | | | | | | | | | 2/1/2023 10:42:01 AM | Assigned to [REDACTED] | Assigned to [REDACTED].<!-- RICH TEXT --> |
| | | | | | | | | | | 2/1/2023 12:40:01 PM | Downgrade to P3, non urgent job | <p>Upon arrival, couldn't get ahold of the resident at 3A as they didn't seem to be home, but the neighbour graciously explained to me that there was water seeping underneath 3A's deck and it was coming from behind the retaining wall.</p> <p>I went and had a look and from what I could see, there was some lifted deck and underneath it was the water.</p> <p>Investigating this water, it looks like still water as there isn't any flow or movement in it, and it doesn't seem to be fresh as the water inside is clear, indicating it has been sitting there for a while to allow the mud and dirt to settle in the water.</p> <p>The service to the property outside is impossible to access at the time as there was a vehicle parked on top of the manifold but listening to the service in the road and the main, including the service after the toby, sounds to me to be very quiet. There is also no water leaks showing up anywhere from the main or the service feed to the effected area at the house.</p> <p>All of this leads me to believe it is likely to be just ground</p> |

| | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|----------------------------|---|---|
| | | | | | | | | | | | | <p>water that has shown up from the recent heavy rain, but I cannot confirm this until the rain stops for long enough that I'm able to take a sample without the sample being contaminated.</p> <p>Alternatively, I could pass this job to [REDACTED] as it isn't anything from the council side of things as confirmed by the noise testing and visual inspections. However, I will be placing this job on pause until then and request this job be de-escalated to a P3 as what has been happening doesn't constitute a P1 job and no damage or risk of collapse has happened by this still water</p> |
| | | | | | | | | | | 2/1/2023 12:50:20 PM | Customer called for update | Customer called for update - advised its with our crew member and they have yet to update the file with notes so likely still attending<!-- RICH TEXT --> |
| | | | | | | | | | | 2/1/2023 12:52:53 PM | downgraded to P3 advised by [REDACTED] He is stil investigating | downgraded to P3 advised by [REDACTED] He is stil investigating<!-- RICH TEXT --> |
| | | | | | | | | | | 2/2/2023 2:42:42 PM | customer phoned to follow up on job. job closed by accident. | customer phoned to follow up on job. job closed by accident.. Customer is wanting an update advised notes from crew. Customer is thinking the water is coming from the road.<!-- RICH TEXT --> |
| | | | | | | | | | | 2/2/2023 3:28:58 PM | 2/2 Awaiting for powerco plans | <div>2/2/23 KT - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><!-- RICH TEXT --> |
| | | | | | | | | | | 2/2/2023 10:12:35 PM | Note from Council | <p>Hi,</p> <p>This ticket has not been resolved and I have spoken to Wellington Water.</p> <p>They have re-opened the job and are waiting on an engineer to assess the fault.</p> <p>Regards,</p> <p>[REDACTED]</p> <p>On Thu, Feb 2, 2023 at 2:49 PM Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com> wrote:</p> <p>> Kia ora [REDACTED] > ></p> |

> Our staff have indicated that this ticket has been resolved.
 >
 > Take the survey
 >
 <http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOjc1MDA0MTA3NDM1LCJvcHRpb25fY291bnQiOiR9.Nyq2NI0t9yKgY2b8DS5g9gpyvfBVYq8n9dB-L38Xkgg/fill_survey>
 >
 >
 > If you believe that the ticket has not been resolved, please reply to this
 > email to automatically reopen the ticket.
 >
 > 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
 > Description : Water leak coming from the street and seems like but is
 > under the ground, as the leak has come into his house and started leaking
 > into the room downstairs please access
 > Incident address : 3A FROBISHER STREET, Island Bay
 > Location : -
 41.343611598497596,174.76202798362166
 >
 >
 > 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-565831]:274477:fs
>

2/7/2023
2:20:38 PM

Potentially private leak; Potentially Ground water. Further investigation needed

Upon arrival, I found that the address in question was down a long flight of stairs which sat behind the address above which was #3 Frobisher; Both properties are fed off separate manifolds for note.

Went down to the property to investigate the issue but nobody was home, however I located the deck which the resident has taken a board out to access this water. I looked at this water beneath the deck and noticed that there was a fair amount of still water sitting beneath the deck, in a dug out trench which was under a pvc pipe.

I went to the road to see if there was any leaks above which contributed to this water but there was no leaks on this road surface. Furthermore, the services to the nearby properties and the main was quiet, which led me to believe this water isn't caused by a potable water leak on our end.

I refrained from taking a sample last week as there was a couple days of heavy rain before I arrived and I feared it would contaminate the sample, and it was likely that this still water was caused from the heavy rain.

As of today (Tuesday 7th February) I returned as there was a number of sunny days and this water is still underneath the deck and hasn't seemed to dissipate. I listened to the services again to ensure I was correct in my initial assessment and I still heard no noises on our assets.

With this, I took a 10ml chlorine sample of the water and the immediate results returned negative for chlorine, however 10 minutes have passed and this 10ml sample is now showing a clear pink, showing that it is a heavily diluted potable water coming from a source a fair distance away.

As stated before, the services to the nearby address's are quiet as well as the main. From all of this information, I am unsure how to proceed as to the cause of this water and as far as I am concerned, there is no issue for Wellington Water assets.

| | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|------------------------|---|--|
| | | | | | | | | | | | | I shall discuss further action with [REDACTED] but until then, this job will be placed on hold pending action | |
| | | | | | | | | | | | 2/7/2023 2:37:02 PM | Refer to logs and attachments | |
| | | | | | | | | | | | 2/7/2023 3:57:14 PM | Customer called | Customer called wanting update. Advised of below notes from [REDACTED] Customer is having to spend each night emptying buckets of water from under deck. Carpet in room is wet. Has had to contact insurance due to this. Advised will follow up with TA. Customer to resend email for customer email address.<!-- RICH TEXT --> |
| | | | | | | | | | | | 2/7/2023 5:09:27 PM | Note from Council | <p>This ticket has not been resolved.</p> <p>Water is still leaking on Frobisher street through 3b to my property 3a Frobisher Street.</p> <p>I have notified Wellington Water and they are waiting on a technician to look at it.</p> <p>[REDACTED]</p> <p>On Tue, 7 Feb 2023 at 2:39 PM, 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><</p> |

>
 > 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
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 >
 >
 > [#SR-565831]:274477:fs
 >

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|-----------------------------|-------------------------------------|---|
| 2/8/2023 11:49:14 AM | Passed to TA [REDACTED] | Passed to TA [REDACTED] as per [REDACTED] <!-- RICH TEXT --> |
| 2/17/2023 11:14:54 AM | customer called in wanting a update | customer called in wanting a update, I advised him it is been assigned to our TA and i would follow up with him about this job, I have emailed [REDACTED] about this <!-- RICH TEXT --> |

| | | | | | | | | | | | | |
|--|-----------|-------------------|--|--|---------|---|------|------------------------|--|------------------------|---|--|
| | | | | | | | | | | 2/20/2023 2:49:59 PM | sample result returned 20/02/23. negative | sample done has returned a negative result. i have rung [REDACTED] and informed him of the result 20/02 1440<!-- RICH TEXT --> |
| | | | | | | | | | | 2/23/2023 3:46:31 PM | Note from Council | Closed by WCC |
| 8 Frobisher Street | | | | | | | | | | | | |
| 8 Frobisher Street, Island Bay, Wellington, 6023 | WO-269104 | No Asset Selected | RWL Private Leak: 8 Frobisher Street, Island Bay | <div>Private leak heard on toby on 22/12/2022. 6LPM Not visible.</div><div> </div><div>18/04/2023 HJR - I have sent out the first letters to 8 / 8A / 8B / 8C as this is a shared service</div><div> </div><div>22/05/2023 HJR - Sent out the second ss letter </div><div> </div><div>08/06/2023 HJR - [REDACTED] has been out and we can confirm that 8 A has a 23 LPM and 8 B has a 6 LPM on site </div><div> </div><div>12/06/2023 HJR - I have sent out the second SS letter </div><div> </div><div>03/07/2023 HJR - I Have sent out the SS letter </div><!-- RICH TEXT --> | Potable | 4 | APPR | 12/23/2022 11:40:07 AM | | 12/23/2022 11:42:02 AM | RWL LDS Notes | Private leaks heard on middle and right hand tobies of 8a,b,c,d. no identification on which tobies belong to which house.<!-- RICH TEXT --> |
| | | | | | | | | | | 3/10/2023 8:52:48 AM | RWL Team Notes | RWL have rechecked the site and have found there are only two private Leaks. 8A: Large 8LPM at the bottom of the driveway closer to the Tobies in an old repair path, small blue mark. 8B: has a small 3Lpm leak close to the house OR is internal. Both properties will need private leak letter sent to the owners. 8 & 8C don't have any private leaks at time when checked<!-- RICH TEXT --> |
| | | | | | | | | | | 4/18/2023 3:15:21 PM | 18/04/2023 HJR - I have sent out the first letters to 8 / 8A / 8B / 8C as this is a shared service | 18/04/2023 HJR - I have sent out the first letters to 8 / 8A / 8B / 8C as this is a shared service<!-- RICH TEXT --> |
| | | | | | | | | | | 5/30/2023 7:51:38 AM | Notes Updated From [REDACTED] and [REDACTED] | <div>Notes Updated From [REDACTED] and [REDACTED] </div><div>Went to site 18/05/2023 Checked flow rate with meter on manifold </div><div>8A = 23 LPM Marked in Driveway </div><div> 8B = 5.5 LPM at house ?</div><!-- RICH TEXT --> |
| | | | | | | | | | | 5/30/2023 9:13:31 AM | 22/05/2023 HJR - Sent out the second ss letter | |
| | | | | | | | | | | 6/9/2023 8:49:26 AM | 08/06/2023 HJR - [REDACTED] has been out and we can confirm that 8 A has a 2 LPM and 8 B has a 6 LPM on s | 08/06/2023 HJR - [REDACTED] has been out and we can confirm that 8 A has a 2 LPM and 8 B has a 6 LPM on site <!-- RICH TEXT --> |
| | | | | | | | | | | 6/15/2023 11:35:25 AM | 12/06/2023 HJR - I have sent out the second SS letter | |

| | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|-------------------------|---|---|
| | | | | | | | | | | 7/3/2023 3:31:16 PM | 03/07/2023 HJR - I Have sent out the SS letter | |
| | | | | | | | | | | 7/11/2023 7:32:55 AM | | |
| | | | | | | | | | | 7/11/2023 7:46:48 AM | 11/07/2023 Updated Information | <div>08/06/2023 HJR - [REDACTED] has been out and we can confirm that 8 A has a 21 LPM and 8 B has a 6 LPM on site </div><div> </div><div> </div><!-- RICH TEXT --> |
| | | | | | | | | | | 7/11/2023 7:47:10 AM | 08/06/2023 HJR - [REDACTED] has been out and we can confirm that 8 A has a 23 LPM and 8 B has a 6 LPM on | 08/06/2023 HJR - [REDACTED] has been out and we can confirm that 8 A has a 23 LPM and 8 B has a 6 LPM on site <!-- RICH TEXT --> |