

Friday 8 September 2023

OIA IRO-481

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request for callouts regarding toby matters between 23 August 2022 and 23 August 2023.

Thank you for your official information request dated Wednesday 23 August 2023 which was transferred to us from Wellington City Council on Friday 25 July 2023.

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

There have been 64 potable water (drinking water) jobs logged between August 2022 and August 2023 all of which have been attended with no further works required. We are unable to break the data down to exactly a toby or valve fix and therefore 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