

Thursday 28 September 2023

OIA IRO-482

Name: [REDACTED]

Email: [REDACTED]@outlook.co.nz

Kia ora [REDACTED]

Official information request for information on work undertaken at 102 Moorefield Road, Johnsonville.

Thank you for your official information request dated Thursday 31 August 2023.

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

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

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

Ngā mihi,

[REDACTED]
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.

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
102 Moorefield Road, Johnsonville, Wellington, 6037	WCCSR-678500	No Asset Selected	Fault 102 MOOREFIELD ROAD, Johnsonville	Minor leak from toby	Potable	4	CLOSE. DUP	5/9/2023 10:12:23 AM	5/9/2023 11:06:31 AM	5/9/2023 10:12:37 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 [REDACTED]</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 Wellington Water. We have passed this details of this fault through to them.</p> <p>If you need more information including when this fault will be repaired please call Wellington Water on 04 912 4470 (Monday to Friday 7am – 5pm) or email customer@wellingtonwater.co.nz</p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>
										5/9/2023 10:12:37 AM	Note from Council	Address: 102 MOOREFIELD ROAD, Johnsonville Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.22740460160606,174.80160699793024
										5/9/2023 11:04:54 AM	d	
										5/9/2023 11:05:04 AM	Note from Council	This is a Service Fault and should not have been recorded by WCC as a P4 (instructed works). Regards Zac
										5/9/2023 11:06:27 AM	Duplicate of WCCSR-678214	duplicate of WCCSR-678214 will cancel!!-- RICH TEXT -->
										5/9/2023 11:10:33 AM	Note from Council	Re-assigned by WCC
102 Moorefield Road, Johnsonville, Wellington, 6037	WCCSR-678214	WCC_PWP015489	Fault 102 Moorefield Road, Johnsonville	<p><div>CAR R951570 </div><div>Caller advised there is a steady leak outside 102 Moorefield road. Likely a toby at the corner of the property.</div><div> </div><div>09.05 MF Ordered plans 2205142 </div><div>10/05-AI-Plans attached-Waiting on powerco</div><div>11.05 MF Attached Powerco </div><div> </div><div>Caution: There is a High Capacity and/or</p>	Potable	3	PRECLAI M	5/8/2023 4:53:22 PM	5/30/2023 5:12:52 PM	5/8/2023 4:53:34 PM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora [REDACTED]</p> <p>Thank you for reporting this water and drainage issue to us.</p> <p>The repair of water and drainage issues are</p>

				Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s) NOVA IN AREA RICH TEXT							managed by Wellington Water. We have passed this details of this fault through to them. If you need more information including when this fault will be repaired please call Wellington Water on 04 912 4470 (Monday to Friday 7am – 5pm) or email customer@wellingtonwater.co.nz Ng? mihi Customer Services Wellington City Council	
										5/8/2023 4:53:34 PM	Note from Council	Address: 102 MOOREFIELD ROAD, Johnsonville Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.22740460160606,174.80160699793024
										5/9/2023 1:42:07 PM	Ordered plans 2205142	
										5/11/2023 9:09:08 AM	Attached Powerco	
										5/18/2023 1:29:46 PM	Plumber called	Plumber called - advsied their client told them crew advised how WWL would pay for the leak being fixed, and now the client won't pay them for when they first attended. Plumber confirmed there's a private leak at the property, but they cannot attend to this as the toby itself is not functioning correctly and needs to be replaced. Advised will pass this on to Reso Team to further follow up.
										5/23/2023 3:32:42 PM	customer called wanting a eta. no eta as yet. will try to get hold of crew but they are on standdown	customer called wanting a eta. no eta as yet. will try to get hold of crew but they are on standdown. will try crew when he is back on. she was ok with that she just wanted to make sure the job was in the system
										5/31/2023 12:37:38 PM	Leak repaired	Leak was hole in old galv rider main, repaired with small barrel and rikens. Gate valve at 102 Moore field road is broken shut may need replacement at some point in time.
										6/2/2023 5:41:32 PM	Note from Council	Closed by WCC
										6/30/2023 2:15:14 PM	CAR R951570	
										6/30/2023 2:22:44 PM	Note from Council	WCC request re-instatement

										7/11/2023 1:39:37 PM	Note from Council	Closed by WCC
	WCCSR-678214R	WCC_PWP015489	Reinstatement: Fault 102 Moorefield Road, Johnsonville	<div>CAR R951570 </div><div>Reinstatement Type Required: Asphalt (Footpath)</div><div>Area/Size: </div><div>Requirements: </div><!-- RICH TEXT -->	Potable	4	JOB CO MP	5/31/2023 12:41:59 PM	7/8/2023 1:14:49 PM			
102 Moorefield Road, Johnsonville, Wellington, 6037	WCCSR-678500	No Asset Selected	Fault 102 MOOREFIELD ROAD, Johnsonville	Minor leak from toby	Potable	4	CLOSE. DUP	5/9/2023 10:12:23 AM	5/9/2023 11:06:31 AM	5/9/2023 10:12:37 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 [REDACTED]</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 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>