

Friday 29 September 2023

OIA IRO-483

Name: [REDACTED]

Email: [REDACTED]@mclarens.co.nz

Kia ora [REDACTED]

Official information request for insurance claim matters.

Thank you for your official information request dated Monday 4 September 2023. You requested a copy of the incident report in relation to a water main failure located at the property adjacent to 41 London Road, Korokoro.

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. Please note that some information has been redacted in accordance with [Section 7\(2\)\(a\)](#) of the Act 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

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 @wellington_water

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
PWVC409 41 London Rd, Korokoro, Lower Hutt, New Zealand			London rd pcv, third party damage	Broken 2 inch pipe	Potable	3	CLOSE	6/19/2023 1:20:17 PM	6/19/2023 4:18:43 PM	6/14/2023 4:40:27 PM	Self assigning Work Order	
										6/19/2023 1:25:38 PM	Notes	Barrel nipple was corroded so replaced cut pipe and put new barrel nipple in and put in a MAC union in for future removal.
41 London Road, Korokoro, Lower Hutt, Wellington, 5012	HCC595254	HCC_PWP020975	Leaking Pipes 41 London Road, Korokoro	For the past few months we have had water coming through a concrete retaining wall on our property at 41 London Road, which is getting worse. It seems likely that it is coming from a leaking water main. (There have been recent leak repairs on the streets above/around our house.)	Potable	2	CLOSE	1/9/2023 11:40:20 AM	1/10/2023 2:24:38 PM	1/10/2023 11:24:08 AM	Assigned to [REDACTED]	Assigned to [REDACTED] <!-- RICH TEXT -->
										1/10/2023 1:52:00 PM	A	Spoke to customer water seeping on to property Leak detection required to check main in road above house
										1/10/2023 2:14:55 PM	A	Ignore previous notes
										2/17/2023 9:47:07 AM	details	20/01/23 - Spoke to [REDACTED] Advised that there is a private leak further upstream and we are working with the homeowner/ issuing notice to fix's requesting them to resolve the issue. Once the private leak has been repaired we will be able to confirm if this is the cause of the seepage, or if further investigation is required. Advised that I cannot give specific address' or names due to privacy. </div> </div><div>17/02/23 - Left a voicemail for [REDACTED] to advice that the private leak upstream has been resolved (HCC587983). Asked him to call me back if the water seepage on his property is still an issue.</div><!-- RICH TEXT -->
	HCC595613	No Asset Selected	Leaking Pipes 41 London Road, Korokoro	This is a follow-up to RFS 595254. Wellington Water attended our property yesterday. Appreciate the prompt response. The two servicemen attending agreed that the water coming through the retaining wall was from a leak from a Council pipe. However, the indication was that WW would not take any steps until a separate leak	Potable	2	CLOSE.CAN	1/13/2023 8:30:33 AM	2/10/2023 12:02:45 PM	1/13/2023 11:10:02 AM	called the customer / he doesn't think it is private	called the customer / he doesn't think it is private<!-- RICH TEXT -->

				on a private pipe upstream (at the end of the RoW above us) was resolved. Am concerned about this -- our house is against the bank where the leak is occurring. The discharge of water through our front retaining wall is spreading. If not addressed, there seems a likelihood of subsidence of our retaining wall and water ingress into our house. The reasonable response seems to urgently address the immediate leaking issues to prevent expensive water damage to our property, and deal with the separate dispute separately.								
										1/13/2023 11:11:19 AM	Assigned to OTHER folder until [REDACTED] gets back to say	Assigned to OTHER folder until [REDACTED] gets back to say, [REDACTED] is dealing with [REDACTED] where the private leak is <!-- RICH TEXT -->
										1/13/2023 11:11:50 AM	Emailed [REDACTED]	Emailed [REDACTED] <!-- RICH TEXT -->
										1/20/2023 8:32:26 AM	customer correspondence	Spoke to [REDACTED] Advised that there is a private leak further upstream and we are working with the homeowner/ issuing notice to fix's requesting them to resolve the issue. Once the private leak has been repaired we will be able to confirm if this is the cause of the seepage, or if further investigation is required. Advised that I cannot give specific address' or names due to privacy. Will keep him updated as the private leak progresses.<!-- RICH TEXT -->
										2/10/2023 12:02:45 PM	Cancelling was related to a private leak	Cancelling was related to a private leak<!-- RICH TEXT -->
	HCC1005450	HCC_PWP020975	Leaky Connection 41 London Road, Korokoro	<div>CAR N/A - not in road corridor</div><div>On-going water seepage issue coming through the concrete retaining wall on the property.</div><div> </div><div>2 8.04 JC service plans ordered 2199646</div><div>01.05 MF Attached plans waiting on Chorus</div><div>02.05 MF Attached Powerco </div><!-- RICH TEXT -->	Potable	3	PRECLAIM	3/31/2023 12:00:21 PM	5/9/2023 10:55:36 AM	3/31/2023 3:00:46 PM	assign to [REDACTED] to rover.	assign to [REDACTED] to rover. and to keep [REDACTED] in the loop. related to HCC595254<!-- RICH TEXT -->
										4/3/2023 10:31:23 AM	A	Spoke to customer On going water issues Took water seepage samples to Eurofins

										4/3/2023 10:34:34 AM	Spoke to customer On going water issues Took water seepage samples to Eurofins	
										4/3/2023 1:29:36 PM	assigned to TL awaiting results	assigned to TL awaiting results <!-- RICH TEXT -->
										4/6/2023 8:47:28 AM		
										4/20/2023 9:27:48 AM	samples were taken during wet weather.	Need to take a sample during a dry spell so the sample results aren't skewed<!-- RICH TEXT -->
										4/20/2023 9:28:11 AM	assigned back to █████	
										4/27/2023 3:06:12 PM	update	Spoke to █████ he advised that this catchment is fed from Gear Island and isn't fluoridated - so no point taking another sample to confirm if potable or not. Will engage RWL to survey the area for any potable water leaks that might be contributing to this seepage issue.<!-- RICH TEXT -->
										4/28/2023 12:39:52 PM	Water leak confirmed and marked on council main	that runs up shared driveway next door.<!-- RICH TEXT -->
										4/28/2023 12:46:46 PM	Leak on 100mm PVC fire main	Council repair - will need mark out but minimal traffic issues - should be able to excavate and still allow resident access up ROW<!-- RICH TEXT -->
										4/28/2023 1:05:43 PM	service plans ordered 2199646	
										5/2/2023 8:43:46 AM	Attached Powerco	
										6/8/2023 8:57:58 AM	CAR N/A - not in road corridor	
	HCC1005450R	HCC_PWP020975	Reinstatement: Leaky Connection 41 London Road, Korokoro	<div>CAR N/A - not in road corridor</div><div>Reinstatement Type Required: Asphalt (Road)</div><div>Area/Size: 2m2</div><div>Requirements: Needs asphalt in the driveway.</div><!-- RICH TEXT -->	Potable	4	PRECLAIM	5/9/2023 10:57:17 AM	7/20/2023 1:01:55 PM			
	HCC1013475	No Asset Selected	RWL: Water main Leak @ 10 LPM: █████ London Road KOROKORO (TRAFFIC)	<div>On-going seepage issues at the property. Have requested RWL survey the area for any potable water leaks that might be contributing to the issue. Please assign to Leak detection folder.</div><div> </div><div>RWL: Regional Water team have marked	Potable	2	CLOSE. DUP	6/23/2023 2:30:14 PM	7/27/2023 9:51:47 AM	6/23/2023 2:39:41 PM	Assigned to LDS folder.	As per job description.<!-- RICH TEXT -->

location of new leak on shared driveway, 24m up the driveway . </div><div> </div><div>23/06/2023 HJR - I have ordered the plans </div><div>2229751</div><div>28/06/2023 HJR - I have attached the plans </div><table border="1" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse: collapse; border: none; mso-border-alt: solid white .75pt; mso-yfti-tbllook: 1184"><tbody><tr style="mso-yfti-irow: 0; mso-yfti-firstrow: yes; mso-yfti-lastrow: yes; height: 13.5pt"><td style="width: 562.5pt; border: solid white 1.0pt; mso-border-alt: solid white .75pt; padding: .75pt .75pt .75pt .75pt; height: 13.5pt" width="750"><p>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p><p>Caution: There is Core Network in the area provided on the plan(s).</p></div><div>28/06/2023 HJR - I have assigned a 2 man crew </div><div> </div><div>19/07/2023 HJR Update information

				Urgent re-dig at location by the sewer man hole on driveway to [REDACTED] Please call RWL when on site to come and inspect the open hole. </div><div><o:p></o:p></div></td></tr></tbody></table><div></div><!-- RICH TEXT -->								
										6/23/2023 3:19:14 PM	RWL: Regional Water team have marked location of new leak on shared driveway, 24m up the driveway .<!-- RICH TEXT -->	RWL: Regional Water team have marked location of new leak on shared driveway, 24m up the driveway .<!-- RICH TEXT -->
										6/26/2023 12:03:01 PM	Customer called in.	<div>The advised issue not resolved yet. </div><div> </div><div>Advised of this job and investigation is under way.</div><!-- RICH TEXT -->
										6/28/2023 10:46:14 AM	28/06/2023 HJR - I have attached the plans Caution: There is High Capacity and/or Fibre Network in	<div>28/06/2023 HJR - I have attached the plans </div><table border="1" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse: collapse; border: none;"><tbody><tr style="height: 13.5pt;"><td style="width: 562.5pt; border: 1pt solid white; padding: 0.75pt; height: 13.5pt; width="750"><p>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p><p>Caution: There is Core Network in the area provided on the plan(s).</p></td></tr></tbody></table><!-- RICH TEXT -->
										7/3/2023 11:01:02 AM	escalation - see details below	emailed [REDACTED] and [REDACTED] and added to watch list as the water leak is affecting the neighbouring dwelling and getting inside the house (41 London Road) <!-- RICH TEXT -->
										7/5/2023 11:39:03 AM	A	Leak on main where marked 24 mts up shared driveway Traffic management may be required. 2 x man crew
										7/5/2023 12:01:03 PM	Leak on main where marked in shared driveway 2 x man	
										7/5/2023 2:45:32 PM	Assigned to 2 man traffic as per [REDACTED]	Assigned to 2 man traffic as per [REDACTED] <!-- RICH TEXT -->
										7/6/2023 8:58:48 PM	Leak	Dug up mark dry hole located ac 100mm main 1m deep no leak dry espoused either side

												500mm no leak needs leak detection to locate other leak somewhere on main pts set up site backfilled and tempsealed
										7/6/2023 9:00:44 PM	Leak detection	
										7/7/2023 8:24:55 AM	advised RWL of the crews findings from yesterday	
										7/21/2023 8:31:54 AM	photo attached and transferred █████ notes to worklog below	<div> </div><div>19/07/2023 HJR Update information Urgent re-dig at location by the sewer man hole on driveway to █████ Please call RWL when on site to come and inspect the open hole. </div><div> </div><div> █████ </div><div> █████ </div><!-- RICH TEXT -->
										7/25/2023 7:07:22 AM	Leak detection	
										7/27/2023 9:51:44 AM	this jobs been completed under hcc1015748	
	HCC1015748	HCC_PWP052956	Leaky Connection 41 London Road, KOROKORO	<div>CAR N/A - not in road corridor</div><div>Existing excavation on the shared driveway to █████ London Rd to be dug up again. this time down to the main. There is still water leak noise in this location.</div><div> </div><div> 24 /07 LC ordered urgent plans 2245029</div><div> 24/07 LC attached plans </div><h1 class="truncate-string" style="box-sizing: inherit; background-repeat: no-repeat; padding: 0px; margin: 0px 0px 0.5rem; color: rgba(0, 0, 0, 0.87); line-height: 1.5; font-size: 1rem; font-family: -apple-system, BlinkMacSystemFont, system-ui, "Segoe UI", Roboto, "Fira Sans", "Droid Sans", "Helvetica Neue", Arial, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);"><table border="1" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse: collapse; border: none; mso-border-alt: solid white .75pt;	Potable	3	JOBCO MP	7/24/2023 12:10:27 PM	7/25/2023 1:03:28 PM	7/24/2023 12:54:34 PM	ordered urgent plans 2245029	ordered urgent plans 2245029<!-- RICH TEXT -->

				<pre> mso-yfti-tbllook:1184"> <tbody><tr style="mso-yfti- irow:0;mso-yfti-firstrow:yes;mso- yfti-lastrow:yes; height:13.5pt"> <td style="width:562.5pt;border:solid white 1.0pt;mso-border-alt: solid white .75pt;padding:.75pt .75pt .75pt .75pt;height:13.5pt" width="750"> <p>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). <o:p></o:p></p> <p>Caution: There is Core Network in the area provided on the plan(s). <o:p></o:p></p> </td> </tr> </tbody></table></h1><!-- RICH TEXT --> </pre>										
												<pre> 7/24/2023 1:12:26 PM </pre>	attached plans	<pre> <p style="color: rgba(0, 0, 0, 0.87); font-family: - apple-system, BlinkMacSystemFont, system-ui, 'Segoe UI', Roboto, 'Fira Sans', 'Droid Sans', 'Helvetica Neue', Arial, sans-serif; font-size: 16px; font-weight: 700; text-wrap: nowrap; background-color: rgb(255, 255, 255);">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).<o:p></o:p></p><p style="color: rgba(0, 0, 0, 0.87); font-family: - apple-system, BlinkMacSystemFont, system-ui, 'Segoe UI', Roboto, 'Fira Sans', 'Droid Sans', 'Helvetica Neue', Arial, sans-serif; font-size: 16px; font-weight: 700; text-wrap: nowrap; background-color: rgb(255, 255, 255);">Caution: There is Core Network in the area provided on the plan(s).</p><!-- RICH TEXT --> </pre>

7/25/2023
10:21:04
AM

Water off called in by [REDACTED]

<p class="MsoPlainText">Kia Ora Koutou,<o:p></o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText">Water will be shut off at London Rd, Korokoro. Reference HCC1015748 for 1 hours from 10:15am – 11:15am<o:p></o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText">Reason for shutdown:<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l1 level1 lfo1"><!--[if !supportLists]-->

<!--[endif]-->Service Repair (Service Connection/Toby/meter)<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l1 level1 lfo1"><!--[if !supportLists]-->

<!--[endif]-->Pipe/Hydrant/Valve failure<o:p></o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText">This will affect the following:<o:p></o:p></p>

- 41 – ■ London Rd, Korokoro, both sides<o:p></o:p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l1 level1 lfo1"><!--[if !supportLists]--><!--[endif]-->Affecting approximately 7 residential properties<o:p></o:p></p>

Affecting approximately 0 commercial properties<!-- RICH TEXT -->

8/31/2023 3:35:41 PM CAR N/A - not in road corridor

HCC1015748R	HCC_PWP052956	Reinstatement: Leaky Connection 41 London Road, KOROKORO	<div>CAR N/A - not in road corridor</div><div>Reinstatement Type Required: <font	Potable	4	JOB CO MP	7/25/2023 4:32:09 PM	7/27/2023 12:04:26 PM
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				size="2">Asphalt (Road)</div><div>Area/Size: 2m2</div><div>Requirements: </div><!-- RICH TEXT -->							
WO-335977	No Asset Selected	RWL: Leaking Valve @ 5 LPM: 41 London Road, Korokoro, Lower Hutt, Wellington, 5012, (2 Man Crew)	<div>RWL: Regional water team have located a leaking valve in front of the PRV valve at 41 London road. Leak is surfacing This is not a dup there are 2 jobs in the area one for [redacted] and 41. @ 5 LPM. HCC_PW004194</div></div> <div>23/06/2023 HJR - I have ordered the plans </div><h1 class="truncate-string" style="box-sizing: inherit; background-repeat: no-repeat; padding: 0px; margin: 0px 0px 0.5rem; color: rgba(0, 0, 0, 0.87); line-height: 1.5; font-size: 1rem; font-family: -apple-system, BlinkMacSystemFont, system-ui, "Segoe UI", Roboto, "Fira Sans", "Droid Sans", "Helvetica Neue", Arial, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">2229754</h1><div>28/06/2023 HJR - I have attached the plans 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	Potable	3	RCVD	6/23/2023 3:22:34 PM		6/23/2023 3:25:47 PM	RWL: Regional water team have located a leaking valve in front of the PRV valve at 41 London road. Le	RWL: Regional water team have located a leaking valve in front of the PRV valve at 41 London road. Leak is surfacing This is not a dup there are 2 jobs in the area one for [redacted] and 41. @ 5 LPM. <!-- RICH TEXT -->

				the plan(s).</div><div> </div><div>28/06/2023 [REDACTED] I have assigned a 2 man Crew </div><!-- RICH TEXT -->								
										6/23/2023 3:28:05 PM	23/06/2023 HJR - I have ordered the plans 2229754	<div>23/06/2023 HJR - I have ordered the plans </div><h1 class="truncate-string" style="text-wrap: nowrap; box-sizing: inherit; background-repeat: no-repeat; padding: 0px; margin: 0px 0px 0.5rem; color: rgba(0, 0, 0, 0.87); line-height: 1.5; font-size: 1rem; font-family: -apple-system, BlinkMacSystemFont, system-ui, "Segoe UI", Roboto, "Fira Sans", "Droid Sans", "Helvetica Neue", Arial, sans-serif; min-height: 1rem; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">2229754</h1><!-- RICH TEXT -->
										6/28/2023 10:50:46 AM	28/06/2023 HJR - I have attached the plans Caution: There is High Capacity and/or Fibre Network in t	<div>28/06/2023 HJR - I have attached the plans 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><!-- RICH TEXT -->
										6/28/2023 10:50:53 AM	28/06/2023 HJR - I have assigned a 2 man Crew	28/06/2023 HJR - I have assigned a 2 man Crew <!-- RICH TEXT -->
[REDACTED] London Road, Korokoro, Lower Hutt, Wellington, 5012	HCC587972	HCC_WWP005588	Fault [REDACTED] London Road, Korokoro	Water/waste might be coming out from the wastewater manhole on the driveway	Wastewater	3	CLOSE	11/4/2022 10:30:17 AM	11/18/2022 1:27:10 PM	11/4/2022 10:47:11 AM	Contacted the customer	Contacted the customer to acknowledge the job<!-- RICH TEXT -->
										11/4/2022 10:47:21 AM	Assigned	Assigned to [REDACTED] <!-- RICH TEXT -->
										11/4/2022 1:47:59 PM	Check council sewer main for blockage.	Arrived onsite & flushed 2 mains both clear, cctv'ed both & clear. Issue looks to be a water leak under the asphalt around the WW MH.
										11/8/2022 9:08:31 AM	Job Downgraded	initial response complete. Further work maybe required<!-- RICH TEXT -->
										11/18/2022 1:19:30 PM	Check council sewer main for blockage.	Arrived onsite & flushed 2 mains both clear, cctv'ed both & clear. Issue looks to be a water leak under the asphalt around the WW MH.
	HCC1009447	HCC_PWP020975	Major Burst [REDACTED] London Road, Korokoro	<div>A new leak started as one was just repaired,water is hosing out of the fire	Potable	2	CLOSE	5/9/2023 12:10:31 PM	5/18/2023 3:51:32 PM	5/9/2023 12:16:06 PM	Tried to call customer - unable to leave VM	Tried to call customer - unable to leave VM<!-- RICH TEXT -->

				hydrant</div><div> </div><div> </div><div>9/5/23 KT - Plans ordered 2205145 </div><div> </div><div> </div><div>10/05-AI-Plans attached- Waiting on powerco</div><div>Caution: There is a 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><div>11/05-AI-Powerco attached. </div><!-- RICH TEXT -->									
										5/9/2023 12:16:57 PM	Assigned to ██████	Assigned to ██████ as per ██████ <!-- RICH TEXT -->	
										5/9/2023 12:40:36 PM	Customer called in	advised spraying out of fire hydrant, advised our crew is already on the way there so should attend soon <!-- RICH TEXT -->	
										5/9/2023 1:32:49 PM	A	Hydrant in private road rqs rewasher Plans required Set up own site pass to 2 x man crew	
										5/9/2023 1:36:30 PM	Hydrant in private road rqs rewasher Plans required Set up own site pass to 2 x man crew		
										5/9/2023 1:45:23 PM	Plans ordered	9/5/23 KT - Plans ordered 2205145 <!-- RICH TEXT -->	
										5/10/2023 10:44:39 AM	Plans attached- Waiting on powerco	<div>Plans attached- Waiting on powerco</div><div>Caution: There is a 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><!-- RICH TEXT -->	
										5/11/2023 11:35:04 AM	Powerco attached.	Powerco attached.<!-- RICH TEXT -->	
										5/16/2023 2:05:20 PM	HCC called in.	For update. Advised waiting for crew to be available to do repair and would follow up. <!-- RICH TEXT -->	
										5/16/2023 2:13:40 PM	Emailed T/L ██████.	To follow up. <!-- RICH TEXT -->	
										5/18/2023 9:31:32 AM	water off	<p><p class="MsoPlainText">Kia Ora Koutou,</p></p></p> <p><p class="MsoPlainText"></p></p></p> <p><p class="MsoPlainText">Water will be shut off at ██████ London Road, Korokoro. Reference HCC1009447 for 2 hours from 9:30am – 11:30pm</p></p></p>	

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText">Reason for shutdown:<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]--><!--[endif]-->Service Repair (Service Connection/Toby/meter)<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]--><!--[endif]-->Pipe/Hydrant/Valve failure<o:p></o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText">This will affect the following:<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]--><!--[endif]--> London road <o:p></o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

												<p><p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]--><!--[endif]-->Affecting approximately 7 residential properties<o:p></o:p></p></p> <p><p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]--><!--[endif]-->Affecting approximately 0 commercial properties<o:p></o:p></p><!-- RICH TEXT --></p>
	HCC1013476	No Asset Selected	██████████	Leaking valve outside the property â€“ located in the berm in front of the green utility structure.	Potable	3	CLOSE. DUP	6/23/2023 2:30:24 PM	6/23/2023 2:42:14 PM	6/23/2023 2:42:12 PM	Duplicate of HCC1013475	Duplicate of HCC1013475<!-- RICH TEXT -->
	HCC1014245	No Asset Selected	██████████	A month ago, leak at FH was fixed. Yesterday noticed it restarted, flowing as if a tap turned on, down into gutter	Potable	3	CLOSE. DUP	7/3/2023 10:00:28 AM	7/4/2023 4:02:07 PM	7/4/2023 4:02:03 PM	Duplicate of HCC1013475	Duplicate of HCC1013475 same reporter of leak at ██████████ and has already been escalated and added to watchlist.<!-- RICH TEXT -->
	HCC1014461	No Asset Selected	██████████, Korokoro (HYDRANT)	<p><div>CAR N/A - no excavation </div><div>FH is leaking and is coming out at a very fast rate.</div><div> </div><div>5/7/23 KT - Plans ordered 2235814 </div><div> </div><div>6/7 GP attcahed plans
</div>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><!-- RICH TEXT --></p>	Potable	3	PRECLAIM	7/5/2023 11:00:14 AM	7/6/2023 9:13:25 PM	7/5/2023 11:26:33 AM	assigned to ██████████ for leaking FH	assigned to ██████████ for leaking FH<!-- RICH TEXT -->

										7/5/2023 12:04:43 PM	A	Service leak could be off main next to hydrant in shared driveway Traffic management may be required 2 x man
										7/5/2023 12:13:06 PM		Service leak could be off main next to hydrant in shared driveway traff may be rq 2 x man
										7/6/2023 9:36:27 AM		6/7 GP attached all plans
										7/6/2023 9:52:05 AM		6/7 GP attached all plans <!-- RICH TEXT -->
										7/6/2023 9:11:40 PM		notified █████ and █████ that plans are attached. Hopefully can be done in conjunction with HCC1013475<!-- RICH TEXT -->
										7/6/2023 9:11:40 PM	Leak	Arrived onsite leak coming out of chamber opened up chamber leak on services x2 pe Pts set up site had to keep clear for access shut down main and repaired services through box 20mm x2
										8/14/2023 3:25:27 PM		CAR N/A - no excavation
████ London Road, Korokoro, Lower Hutt, Wellington, 5012	HCC587983	No Asset Selected	Leaking Pipes █████ London Road Korokoro	<div>Water is leaking from a man hole cover on our private driveway</div><div> </div><div> Notes from Drainage Team on HCC587972</div><div style="color: rgb(128, 128, 128);">Arrived onsite & flushed 2 mains both clear, cctv'ed both & clear. Issue looks to be a water leak under the asphalt around the WW MH. </div><!-- RICH TEXT -->	Potable	3	CLOSE	11/4/2022 3:00:29 PM	1/24/2023 7:55:05 AM	11/4/2022 3:44:04 PM	Notes from Drainage Team	<div>Notes from Drainage Team on HCC587972</div><div>Arrived onsite & flushed 2 mains both clear, cctv'ed both & clear. Issue looks to be a water leak under the asphalt around the WW MH. </div><!-- RICH TEXT -->
										11/4/2022 3:45:40 PM		
										11/4/2022 3:47:45 PM		Assigned to █████ Rover to assess. <!-- RICH TEXT -->
										11/10/2022 12:41:37 PM		Pass to █████ for further leak detection up the hill.
										11/15/2022 12:33:14 PM		Private Leak on Driveway I have marked
										11/15/2022 12:33:14 PM		
										11/15/2022 1:29:05 PM		

										11/15/2022 1:29:49 PM		Private leak on private driveway. Letters sent to owners of [REDACTED] on 15/11/22<!-- RICH TEXT -->
										12/1/2022 2:35:58 PM	update	<p>Met [REDACTED] @ [REDACTED] London Road on Monday 28 November 2022.

Advised that we accidentally sent the wrong letter template (the initial notice to fix typically doesn't include consequences of failure).

He showed me old documents that referenced a council toby and wanted us to confirm the point of supply.

<div>Email sent to [REDACTED] today below:</div><div> </div><p class="MsoNormal">Kia<i> ora [REDACTED]</i></p><o:p></o:p></i></p></p> <p><p class="MsoNormal"><o:p><i> </i></o:p></p></p> <p><p class="MsoNormal"><i>Thanks for your patience.</i></p></o:p></i></p></p> <p><p class="MsoNormal"><o:p><i> </i></o:p></p></p> <p><p class="MsoNormal"><i>Further to the below – I asked our technical advisor to investigate the point of supply. While on site, they found the shut-off valves for each of the properties in the cast iron box just above the fire hydrant. Please find the photos attached.</i></p></o:p></i></p></p> <p><p class="MsoNormal"><o:p><i> </i></o:p></p></p> <p><p class="MsoNormal"><i>This means that the potable water network beyond the fire hydrant is private. Hopefully this provides you with the clarity you were seeking.</i></p></o:p></i></p></p> <p><p class="MsoNormal"><o:p><i> </i></o:p></p></p> <p><p class="MsoNormal"><i>Please feel free to call me if you have any questions.</i></p></o:p></i></p></p> <p><p class="MsoNormal"><o:p><i> </i></o:p></p></p> <p><p class="MsoNormal"><i>Nga mihi,</i></p></o:p></i></p></p>

												<p class="MsoNormal"><o:p><i> </i></o:p></p>
										1/11/2023 1:50:09 PM	customer correspondence - London Road	<p class="MsoNormal"><i><o:p></o:p></i></p><div><i> </i></div><!-- RICH TEXT -->
										1/13/2023 1:29:21 PM	Second Letter Sent 13/01/2023	Responded to questions regarding point of supply. Attached: <i>correspondence</i>photo's of shut valves for each of the properties in the cast iron box just above the fire hydrant <!-- RICH TEXT -->
										1/24/2023 7:53:33 AM	Private Leak has been repaired	Second letter to fix sent to and on 13/01/2023<!-- RICH TEXT -->
	HCC1010148	No Asset Selected	Leaky Connection London Road KOROKORO	London Road, Korokoro	Potable	3	CLOSE. DUP	5/16/2023 2:40:32 PM	6/2/2023 3:48:50 PM	5/19/2023 2:31:14 PM	Attempted to contact customer. Left VM.	No details in the job description. Wanted to get information about the leak. <!-- RICH TEXT -->
										5/19/2023 2:32:50 PM	Assigned to other folder.	Until customer calls back. <!-- RICH TEXT -->
										6/2/2023 3:45:23 PM	Called and left a VM for customer to call back more info on job	Called and left a VM for customer to call back more info on job<!-- RICH TEXT -->
										6/2/2023 3:48:27 PM	Customer called back.	<div>Advised that job has been fixed. They wanted to know about temp seal. Advised about reinstatement job under HCC1005450R. </div><div> </div><div>Closing job as duplicate of HCC1005450. </div><!-- RICH TEXT -->
										6/2/2023 3:48:40 PM	Cancelled. Duplicate of HCC1005450.	Cancelled. Duplicate of HCC1005450.<!-- RICH TEXT -->
	HCC1014244	No Asset Selected	Leaky Connection London Road KOROKORO	water leaking again from the connection. This was leaking a month or so ago and now its happended again.	Potable	3	CLOSE. DUP	7/3/2023 10:00:21 AM	7/4/2023 3:57:55 PM	7/4/2023 3:57:51 PM	Duplicate of HCC1013475	Duplicate of HCC1013475<!-- RICH TEXT -->