

Tuesday 23 August 2022

OIA IRO-274

██████████
Email: ██████████@gmail.com

Kia ora ██████████

Official information request regarding stormwater pipes at ██████████, Northland.

I write regarding your official information request dated Monday 25 July 2022 for information on stormwater pipes located at ██████████.

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

However, due to the size of the CCTV footage file we have contacted you to discuss the appropriate sharing of that as it cannot be sent as part of this response.

The answers to all other questions can be found in the Appendix of this letter.

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

██████████ ██████████
Team Lead, Customer Hub
Wellington Water Ltd

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.

Appendix

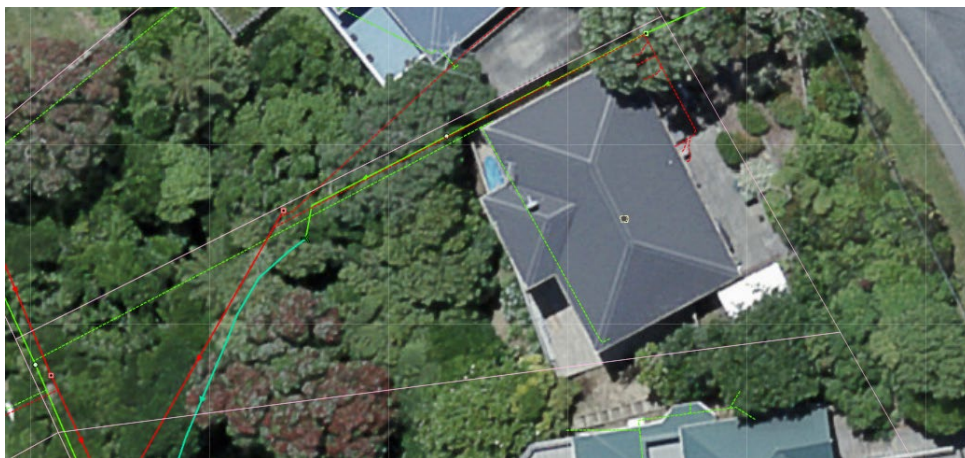
Question 1: Where is the council infrastructure on my property?

Answer...

Wellington Water's Geographic Information System (GIS) map has been updated to reflect the positioning of the stormwater pipes (below is a snippet). Your property also contains a wastewater main.

For further information, our GIS can be found on the following link:

<https://wellingtonwater.maps.arcgis.com/apps/webappviewer/index.html?id=205552a0ffab4c20ae375fab08c6cb9f>



Question 2: Confirm when all council infrastructure on my property was installed, last inspected, and any service history on it?

Answer...

According to our records, the stormwater main was installed in 1960s.

The last CCTV inspections for the council stormwater main we have in our records are:

- February 2013
- April 2022

Our records suggest that the wastewater main was installed in the 1930s.

Question 3: Are you able to supply the recent video footage of the pipe so I can see for myself its current state?

Answer...

Answer subject to requesters confirmation of preferred receipt of CCTV footage.

Question 4: Is the crack the only fault?

Answer...

Our CCTV inspection work identified that a section of the stormwater main had cracked and collapsed. It resulted in the private wastewater pipe joint dropping. This was repaired on 29 July 2022.

Question 5: What is the nature of the work required on the storm water system itself?

Answer...

Wellington Water excavated the fault on the stormwater main and installed a new section of pipe.

Question 6: Is the system, or should I say once repaired, working as it should be?

Answer...

Now the stormwater pipe has been repaired, the stormwater main is functioning as designed.

Question 7: Are Wellington Water repairing the damage to my lateral wastewater pipe at the back of my property as well as the storm water pipe?

Answer...

Yes - Wellington Water repaired the damage to the private wastewater lateral. This work was completed at the same time as the stormwater main.

Question 8: Will that include remedial work on the pathway/ground?

Answer...

Yes – the crew have been instructed to reinstate the property.

Question 9: Once we submit the receipt for the initial work, how long will it take to reimburse the money?

Answer...

Please send your request for reimbursement to customer@wellingtonwater.co.nz. On receipt, our Customer Resolution Administrator will be in touch regarding the required documentation for Wellington Water to consider reimbursement; this includes the invoice, bank account number, and proof of payment.

Once we have received this information, we will be able to provide you with an expected timeline.

Question 10: Regarding the 'other pipe', can you please disclose its history/any records on it?

Answer...

Our records show that we only have one set of stormwater pipes installed in this area. During our site inspections, we were not able to find any exit or entry points for this particular pipe. Therefore, we were not able to investigate this matter further using our typical methodology which would usually include dye testing and CCTV inspections.

It is likely that this is private infrastructure - you may wish to contact Wellington City Council Archives Team to see if they have any further information.

Question 11: Can you please confirm who is responsible for this pipe?

Answer...

As the unknown pipe is not related to the Council's public three water infrastructure, you may wish to engage a private contractor to investigate this matter further.

Question 12: My neighbour's lateral line goes though the area that is affected at the bottom of my property. Can you check her line and ensure there is no damage to it?

Answer...

Wellington Water provides maintenance for the council's public three waters infrastructure; this includes potable water, stormwater, and wastewater. As the neighbour's wastewater lateral is a private infrastructure asset, the property owner will need to engage a plumber to ascertain the condition of the pipe.

However, if you are referring to the council wastewater main, please let us know and we can organise a CCTV inspection of the pipe.

From: [Official Information](#)
To: [REDACTED]
Cc: [Official Information](#)
Subject: RE: Response to OIA IRO-274
Date: Tuesday, 23 August 2022 5:10:13 pm
Attachments: [OIA IRO-274 \[REDACTED\].pdf](#)
[image001.jpg](#)
[image002.png](#)

Kia ora [REDACTED]

The footage pertaining to your third question can be found by clicking on this link:

[REDACTED]

Ngā mihi nui

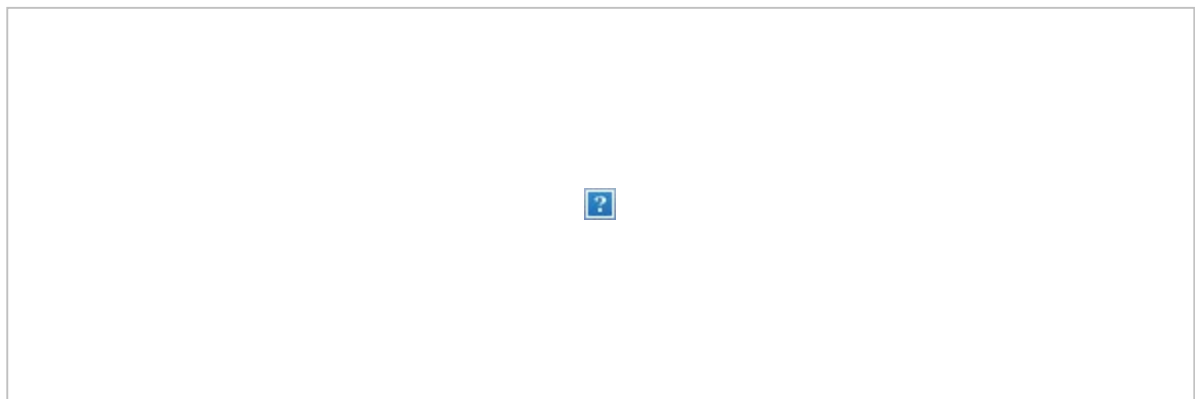
[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Chief Executive's Office



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, 23 August 2022 1:26 pm
To: [REDACTED]@gmail.com
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: Response to OIA IRO-274

Kia ora [REDACTED]

Official information request regarding Stormwater Pipes at [REDACTED].

Please see attached Wellington Waters' response to your request.

We will be in touch in due course with the CCTV footage you have requested.

Ngā mihi nui



 (he/him)

Governance Coordinator - Chief Executive's Office



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Level 4, 25 Victoria Street, Petone, Lower Hutt

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