

Friday 24 March 2023

**OIA IRO-379**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

**Official information request regarding Wellington Water's response to OIA IRO-344.**

Thank you for your official information request dated Thursday 28 February 2023. You requested the following:

1. Provide a complete log of the roles (including dates and times) of each person who handled my request from the time it was received from Wellington City Council to the time a response was emailed to me
2. Advise the roles of every person, including any person outside Wellington Water, who had to be consulted, with the reasons in each case why consultation was necessary
3. Advise the roles of each person, including any person outside Wellington Water, who had to give final approval
4. Advise the date which Wellington Water became aware it was not going to meet its statutory obligations
5. Provide copies of all communications and records, in whatever form, that Wellington Water has relating to my request above. Note this includes all internal and external communications and records.
6. Provide copies of all communications and records, in whatever form, that Wellington Water has relating to the actual work done on the corner of Wade Street and Roscoe Terrace from the time the job was initiated by Wellington Water to the time it was closed by Wellington Water. Note this includes all internal and external communications and records.
7. Provide the information Wellington Water based each of its decisions to close the work when it was on notice it was not complete, and also noting WCC has already advised me the dates Wellington Water closed the job.
8. Provide the justification Wellington Water had to advise of the two-week commitment it gave to me to have the work completed

The Local Government Official Information and Meetings Act 1987 (the Act) requires that we advise you of our decision on your request no later than 20 working days after the day we received it. Unfortunately, we cannot meet the timeframe and must therefore extend the time to make our decision to Friday 14 April 2023.

For the latest news and updates, follow us on our social channels:

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

Pursuant to [Section 14\(1\)\(b\)](#) of the Act, this extension is necessary as consultations to decide on your request are such that a proper response cannot reasonably be made within the original time limit.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi



**Governance Coordinator**

Wednesday 19 April 2023

**OIA IRO-379**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

**Official information request regarding Wellington Water's response to OIA IRO-344.**

Thank you for your official information request dated Tuesday 28 February 2023. You requested the following:

1. Provide a complete log of the roles (including dates and times) of each person who handled my request from the time it was received from Wellington City Council to the time a response was emailed to me
2. Advise the roles of every person, including any person outside Wellington Water, who had to be consulted, with the reasons in each case why consultation was necessary
3. Advise the roles of each person, including any person outside Wellington Water, who had to give final approval
4. Advise the date which Wellington Water became aware it was not going to meet its statutory obligations
5. Provide copies of all communications and records, in whatever form, that Wellington Water has relating to my request above. Note this includes all internal and external communications and records.
6. Provide copies of all communications and records, in whatever form, that Wellington Water has relating to the actual work done on the corner of Wade Street and Roscoe Terrace from the time the job was initiated by Wellington Water to the time it was closed by Wellington Water. Note this includes all internal and external communications and records.
7. Provide the information Wellington Water based each of its decisions to close the work when it was on notice it was not complete, and also noting WCC has already advised me the dates Wellington Water closed the job.
8. Provide the justification Wellington Water had to advise of the two-week commitment it gave to me to have the work completed

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 provide part of the information you have requested.

Please see in our email to you, correspondence we hold with regards to our response to OIA IRO-344 and additionally, all held correspondence on the work undertaken on Roscoe Terrace.

For the latest news and updates, follow us on our social channels:

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Our water, our future.**

Some of the information within the provided correspondence has been redacted in accordance with [Section 7\(2\)\(a\)](#) of the Act as it is private information about private individuals. In addition to withholding information under the above Section, some information on 'OIA IRO-379-Page 1' (**Email sent 21.12.2022 at 2.31:47 p.m.**) has been redacted in accordance [Section 7\(2\)\(f\)\(i\)](#) of the Act.

Please note that in OIA IRO-379 Page 4 (**Email sent 2.02.2023 at 5.15p.m.**) reference is made to OIA IRO-339, which was a mistake. OIA IRO-344 is what is being referred to.

We have decided not to grant parts of your request:

- **(Q1)** Pursuant to [Section 17\(e\)](#) of the Act, we will not provide a complete log of the roles (including dates and times) of each person who handled your request from the time it was received from Wellington City Council to the time a response was emailed to you. This is because it would require us to create the information as it does not exist. All roles, dates and times can be viewed within the correspondence provided.
- **(Q2)** Pursuant to [Section 17\(e\)](#) of the Act, we will not advise the roles of every person, including any person outside Wellington Water, who had to be consulted, with the reasons in each case why consultation was necessary. This is because advising on who was involved would require us to create the information, which does not exist. All roles, dates and times can be viewed within the correspondence provided.
- **(Q3)** The Act does not require that an agency create information and therefore advising the roles of each person, including any person outside Wellington Water, who had to give final approval would be creating information that does not exist, which can be declined pursuant to [Section 17\(e\)](#). However, for purposes of clarity final sign off came from the Group Manager of the Customer Operations Group.
- In OIA IRO-379 Pages 4, 5, 6, 8 & 10 some information has been withheld under [Section 7\(2\)\(a\)](#) of the Act as it refers to a separate request for information, not at all related, being signed off at the same time as OIA IRO-344.
- 'In OIA IRO-379 Page 2' (**Email sent 9.02.2023 at 6.28p.m.**), the breakdown of costs has been withheld under [Section 7\(2\)\(b\)\(ii\)](#) of the Act.
- **(Q8)** Despite extensive search of our records and call logs, we cannot provide justification as to the reasoning of their commitment for repairs to be completed within two weeks and therefore decline in accordance with [Section 17\(e\)](#).

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,



**Team Lead, Communications and Engagement**

**From:** [REDACTED]  
**To:** [wwlandaccess](#); [Official Information](#)  
**Cc:** [REDACTED]  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection  
**Date:** Wednesday, December 21, 2022 2:31:47 PM  
**Attachments:** [image002.png](#)  
[image003.png](#)

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Hi [REDACTED]

Thanks for that explanation. [REDACTED]  
[REDACTED]

[@Official Information](#) [REDACTED] – based on this new information should this rest with WWL at all?

Thanks,  
[REDACTED]

---

**From:** wwlandaccess <wwlandaccess@wellingtonwater.co.nz>  
**Sent:** Wednesday, 21 December 2022 2:30 pm  
**To:** wwlandaccess <wwlandaccess@wellingtonwater.co.nz>; [REDACTED]  
<[REDACTED]@wellingtonwater.co.nz>; [Official Information](#)  
<official.information@wellingtonwater.co.nz>  
**Cc:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Ps forgot to advise we don't deal with costs for any jobs.  
Wcc should have also sent this complaint to the RCA for them to follow up.

Regards

[REDACTED] Senior Landaccess Coordinator



Tel 04 912 4400 DDI [REDACTED] Mob [REDACTED]

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

[www.wellingtonwater.co.nz](http://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.

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**From:** wwlandaccess <[wwlandaccess@wellingtonwater.co.nz](mailto:wwlandaccess@wellingtonwater.co.nz)>  
**Sent:** Wednesday, 21 December 2022 2:26 pm  
**To:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>; landaccess <[landaccess@wellingtonwater.co.nz](mailto:landaccess@wellingtonwater.co.nz)>  
**Cc:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Hi [REDACTED]

We are confused by the request below.  
The initial issue was in regards to damage to car tyres because of the valve not sitting correctly before reinstatement which has you confirmed was completed on 16<sup>th</sup> December 2022  
Is it compensation the complainant is after?

What work was completed may be supplied if agreed through the resolution process, however the cost of the work completed is confidential between the client (WWL) and council, not for the complainant to know.

In regards to charge back, how do we charge ourselves as it is WWL regardless of what contractor is doing the work that takes responsibility for the whole job.

Regards

[REDACTED] Senior Landaccess Coordinator



Tel 04 912 4400 DDI [REDACTED] Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045  
Level 4, 25 Victoria Street, Petone, Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)



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**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Wednesday, 21 December 2022 12:48 pm  
**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>; landaccess <[landaccess@wellingtonwater.co.nz](mailto:landaccess@wellingtonwater.co.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Hi [REDACTED]

It is land access.

[@landaccess](mailto:landaccess@wellingtonwater.co.nz) We have an OIA request regarding a reinstatement at 35 Wade Street, Wadestown.

I believe the issue is relating to the temp reinstatement on WO# 230516.

The two questions we are responding to are:

- The total cost of this work
- The costs that were charged back to the contactor for not having done it correct in the first instance

Kind Regards,

[REDACTED] – Customer Resolution Officer

Customer Experience Team



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](http://www.wellingtonwater.co.nz)

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**From:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Sent:** Wednesday, 21 December 2022 12:44 pm

**To:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Thanks for the explanation.

Will acknowledge. Is it Land Access of Land Dev? Don't see a land access in my email.

Thanks

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Regulatory Services



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](http://www.wellingtonwater.co.nz)

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**From:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

**Sent:** Wednesday, 21 December 2022 11:43 am

**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection



Hi,

Yes we should as our permanent reinstatements are completed through the reinstatement team. So this should go to Land Access.

I must advise I have engaged with this customer over this reinstatement issue and it was repaired on 16 December 2022.

To cut a long story short, the customer advised the temporary reinstatement was a hazard. We checked and confirmed it was not. The permanent reinstatement has been completed.

Thanks,

█

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**From:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Sent:** Wednesday, 21 December 2022 11:25 am

**To:** █ [@wellingtonwater.co.nz](mailto:█@wellingtonwater.co.nz)

**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** FW: [#SR-469940] Wade St & Roscoe Tce intersection

Heyo,

A partial transfer request from WCC. Do we hold this information?

Thanks

█

█ (he/him)

Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob █

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

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**From:** █ [@wcc.govt.nz](mailto:█@wcc.govt.nz)

**Sent:** Wednesday, 21 December 2022 8:54 am

**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** FW: [#SR-469940] Wade St & Roscoe Tce intersection

Good morning team,

We have received this complaint/request for information in respect of Wade St and Roscoe Terrace.

Given WCC doesn't hold the information in respect of the first two points, I am transferring this to yourselves to follow up on.

Could you please confirm receipt and that this is being progressed?

Happy to discuss further.

Kind regards,

■

■

Senior Advisor | Official Information Team | Wellington City Council

P ■ | M ■

E ■ [@wcc.govt.nz](mailto:■@wcc.govt.nz) | W [Wellington.govt.nz](http://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.

**Absolutely Positively  
Wellington City Council**

Me Heke Ki Pōneke

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**From:** BUS: Assurance <[Assurance@wcc.govt.nz](mailto:Assurance@wcc.govt.nz)>

**Sent:** Wednesday, 21 December 2022 8:30 am

**To:** ■ [@gmail.com](mailto:■@gmail.com)

**Cc:** BUS: Assurance <[Assurance@wcc.govt.nz](mailto:Assurance@wcc.govt.nz)>

**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Tēnā koe ■

Thank you for your email dated 20 December 2022 requesting information.

Our team will manage your request under the Local Government Official Information and Meetings Act 1987 which requires us to provide a decision as soon as possible, but no later than 8 February 2023, being 20 working days of receipt.

Please note this date takes into account the Christmas shut down period of 20 December to 10

January.

The reference number for your request is IRC-4273

Please contact us if you have any further questions.

Kind regards

**The Assurance Team**

Email: [assurance@wcc.govt.nz](mailto:assurance@wcc.govt.nz)

Wellington City Council | W [Wellington.govt.nz](http://Wellington.govt.nz) |

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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.

**Absolutely Positively  
Wellington City Council**

Me Heke Ki Pōneke

On Tue, 20 Dec 6:01 PM , [REDACTED] [@gmail.com](mailto:[REDACTED]@gmail.com)> wrote:  
[REDACTED] – this is a LGOIMA request. Please advise:

- The total cost of this work
- The costs that were charged back to the contractor for not having done it correct in the first instance
- The information WCC based its decision to close the work when it was on notice it was not complete
- The justification WCC had to advise of the two week commitment to have the work completed

Please also provide copies of all records, in whatever form, that WCC has relating to this work for all internal and external communications

Regards

██████████

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From: Info at WCC <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>  
Sent: Friday, 16 December 2022 10:30 AM  
To: ██████████@gmail.com  
Subject: Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora ████████,

Thanks for following up. I have been waiting to speak with ██████ regarding the call. She is a part time worker and returns to work today.

I have however listened to the call recording and can understand how it created confusion. Our Customer Service Reps do not use email and they don't have access to a particular person that they can send an email to. They can log a service request into our ticketing system which creates a service request in Wellington Water's system and sends you an email with the ticket information. Our CSR could have done a better job of explaining that to you rather than leave you with the impression that you would be copied in to an email to a particular person. We apologise for this and I have followed up with ██████ team leader for further training and support to be provided.

The ticketing system we use was put in at the end of 2020. It provides a much better level of communication for customers than our previous system but it is not perfect. Improvements to it are ongoing. We will

make sure your feedback is included in the planning of that work. In the meantime we are manually monitoring replies to closed tickets.

Nga mihi



!-- Initial customer request --!

| Description  |
|--|
| <p>Hi – it is not resolved. The contractors only did ½ the job. The toby has been fixed, but it now sits proud of the road, which is going to cause damage to car tyres. See pix. Can you organise it to be properly repaired this time?</p> |
| <p>Thanks</p>  |

[Redacted]

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Ticket attachments : 1. [IMG\\_1365.jpg](#)  
2. [IMG\\_1364.jpg](#)  
3. [IMG\\_1363.jpg](#)  
4. [IMG\\_1362.jpg](#)

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?

:

Medium

Description

:

Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce

Incident address

:

.

Location

:

.

On Fri, 16 Dec 6:39 AM , [REDACTED]@gmail.com> wrote:

[REDACTED] – can you get back to me, please?

Thanks

[REDACTED]

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>  
**Sent:** Monday, 12 December 2022 8:15 PM  
**To:** 'Info at WCC' <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

I spoke with [REDACTED] on 5 December at 3:18. Let me know what you come back with. And to blame Wellington Water for disfunction systems is pretty rich when WCC's email system is set up to ensure some emails are apparently not read When are you going to address that?

Regards

[REDACTED]

---

**From:** Info at WCC <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>



**Sent:** Monday, 12 December 2022 11:47 AM

**To:** [REDACTED]@gmail.com

**Subject:** Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for following up with us.

This ticket was closed by Wellington Water as completed on November 16. It is usual practice for Wellington Water to close the ticket once the pipe has been repaired not once the road has been reinstated or returned to its original state. This causes huge amounts of confusion and frustration for customers and we have asked them to change this practice and provide correct information to customers. Wellington Water have declined this request. I don't have access to information about the work, processes or decisions taken by Wellington Water but I can ask on your behalf.

Wellington Water were informed at 8.36am on Nov 17 that you had fed back that the issue was not resolved.

Replies to closed tickets are received by our system, so will generate a read receipt, they are however only infrequently monitored or read.

Could you please let me know when you spoke to [REDACTED] I can't see where she has added notes or emailed on either ticket but I can ask her Team Leader to investigate further. A time frame would be helpful for us to trace the call recording. We do not have individual people to be able to escalate matters at Wellington Water to. We have

Was it someone in our Contact Centre team who advised it would be fixed before the end of November or someone from Wellington Water? Also happy to follow this up with our team or for Wellington Water to include in their response.

Nga mihi



Service Improvement TL

!-- Initial customer request --!

| Description  |
|--|
| <p>Hi – it is not resolved. The contractors only did ½ the job. The toby has been fixed, but it now sits proud of the road, which is going to cause damage to car tyres. See pix. Can you organise it to be properly repaired this time?</p> |

Thanks



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Ticket attachments : 1. [IMG\\_1365.jpg](#)  
2. [IMG\\_1364.jpg](#)  
3. [IMG\\_1363.jpg](#)  
4. [IMG\\_1362.jpg](#)

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?

:

Medium

Description

:

Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce

Incident address

:

.

Location

:



**From:** [Official Information](#)  
**To:** [REDACTED]  
**Cc:** [Official Information](#)  
**Subject:** RE: [Requires urgent attention] RE: OIA IRO-344 - cost breakdown of Work's  
**Date:** Tuesday, February 14, 2023 9:34:53 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)

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Okay – thank you very much!

█

[REDACTED] (he/him)  
Governance Coordinator - Regulatory Services



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](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.

Water Restriction Level **2**

Wellington Water

We at Wellington Water are 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.

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**From:** [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
**Sent:** Monday, 13 February 2023 4:57 pm  
**To:** Official Information <official.information@wellingtonwater.co.nz>  
**Subject:** Re: [Requires urgent attention] RE: OIA IRO-344 - cost breakdown of Work's

No charge back from COG but it seems to be only one claim from contractor for the job, so no double up or double claim.

Sent from my iPhone

On 13/02/2023, at 4:40 PM, Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)> wrote:

Hi [REDACTED]

Thanks for this information.

Please can you clarify however, and as per the below question, how much was charged back to the contractor?

Thanks

[REDACTED]

[REDACTED] (he/him)  
Governance Coordinator - Regulatory Services



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](http://www.wellingtonwater.co.nz)

# Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



Wellington Water

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**From:** [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
**Sent:** Monday, 13 February 2023 12:02 pm  
**To:** Official Information <official.information@wellingtonwater.co.nz>  
**Subject:** Re: [Requires urgent attention] RE: OIA IRO-344 - cost breakdown of Work's

It is answered in the total cost we incurred to repair.  
This is the net of everything.

Sent from my iPhone

On 13/02/2023, at 9:49 AM, Official Information <official.information@wellingtonwater.co.nz> wrote:

Hi [REDACTED]

Please can you get this information to me today?

Thanks,

[REDACTED]

[REDACTED] (he/him)  
Governance Coordinator - Regulatory Services

<image001.jpg>

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](http://www.wellingtonwater.co.nz)

<image002.png>

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:** Official Information <official.information@wellingtonwater.co.nz>  
**Sent:** Friday, 10 February 2023 9:23 am  
**To:** [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
**Cc:** Official Information <official.information@wellingtonwater.co.nz>  
**Subject:** RE: OIA IRO-344 - cost breakdown of Work's

Awesome – thank you so much for getting on to this for me!

Furthermore, can I ask whether we have information on the below question – or is it answerable by the information you've given me?

1. **The costs that were charged back to the contractor for not having done it correct in the first instance Completed?**

Thanks,

█

█ (he/him)  
Governance Coordinator - Regulatory Services

<image001.jpg>

Tel 04 912 4400 Mob █  
Private Bag 39804, Wellington Mail Centre 5045  
Level 4, 25 Victoria Street, Petone, Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

<image002.png>

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.

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**From:** █ <[█@wellingtonwater.co.nz](mailto:█@wellingtonwater.co.nz)>  
**Sent:** Thursday, 9 February 2023 6:28 pm  
**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** RE: OIA IRO-344 - cost breakdown of Work's

Total cost for the job is \$1,763

|            |          |
|------------|----------|
| Labour     | █        |
| Plant      | █        |
| Material   | █        |
| Subbie     | █        |
| OH         | █        |
| Total Cost | \$ 1,763 |

Cheers

█ Commercial Manager, Customer Operations

<image001.jpg>

Private Bag 39804, Wellington Mail Centre 5045  
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt  
[www.wellingtonwater.co.nz](http://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.

---

**From:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Sent:** Thursday, 9 February 2023 2:48 pm  
**To:** █ <[█@wellingtonwater.co.nz](mailto:█@wellingtonwater.co.nz)>  
**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** RE: OIA IRO-344 - cost breakdown of Work's  
**Importance:** High

Hi █

Just had a chat with █

Are you able to send through the information you hold on this matter?

Thanks

█

█ (he/him)  
Governance Coordinator - Regulatory Services

<image001.jpg>

Tel 04 912 4400 Mob █  
Private Bag 39804, Wellington Mail Centre 5045



Level 4, 25 Victoria Street, Petone, Lower Hutt

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

<image002.png>

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:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Sent:** Thursday, 9 February 2023 11:11 am

**To:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** RE: OA IRO-344 - cost breakdown of Work's

Kia ora [REDACTED]

Thank you for sending this information back to me.

Also, apologies if I sounded a bit short on my end,

Many thanks,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Regulatory Services

<image001.jpg>

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](http://www.wellingtonwater.co.nz)

<image002.png>

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] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

**Sent:** Thursday, 9 February 2023 11:05 am

**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Cc:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

**Subject:** Re: OA IRO-344 - cost breakdown of Work's

Hi [REDACTED]

Yes we can pull out the cost of repair for this work order.

Let me know, leave the rest with you.

Cheers

[REDACTED]

Sent from my iPhone

On 2/02/2023, at 1:07 PM, Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)> wrote:

Kia ora [REDACTED]

Sending a follow up on this matter,

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Regulatory Services

<image001.jpg>

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](http://www.wellingtonwater.co.nz)

<image002.png>

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] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>  
**Sent:** Friday, 27 January 2023 11:30 am  
**To:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>  
**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** OA IRO-344 - cost breakdown of Work's

Kia ora [REDACTED]

Just checking with you on this matter...

1. Does the breakdown of costs exist?
2. Is it commercially sensitive?

Many thanks,

[REDACTED]

[REDACTED] (he/him)  
Governance Coordinator - Regulatory Services

<image001.jpg>

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](http://www.wellingtonwater.co.nz)

<image002.png>

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:** [Official Information](#)  
**To:** [REDACTED]  
**Cc:** [Official Information](#)  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection  
**Date:** Wednesday, February 8, 2023 11:38:56 AM  
**Attachments:** [image002.png](#)

---

Hi there,

I am still waiting on confirmation but I hope so.

Thanks

[REDACTED]

[REDACTED] (he/him)  
Governance Coordinator - Regulatory Services



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](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.

**Water Restriction Level 2**

Wellington Water

The banner features a light grey background with a blue and orange color scheme. On the left, there is text in blue and orange. In the center, there are two circular icons: a blue one showing a handheld hose with a checkmark, and a red one showing a sprinkler with a red 'X'. At the bottom, there is a blue and orange bar with the text 'Water Restriction Level 2' and the Wellington Water logo.

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]@wcc.govt.nz>  
**Sent:** Wednesday, 8 February 2023 11:05 am  
**To:** Official Information <official.information@wellingtonwater.co.nz>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection



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

Good morning [REDACTED]

Thanks for the update on this one, much appreciated.

Apologies re: the wording on my previous email, that could have been clearer.

I was really wondering how things were progressing with WWL as the due date was today.

I sent him out what we hold this morning which was a copy of the transcript relating to his call to our Contact Centre.

The remaining questions are in respect of information we don't hold.

He's just come back to me to ask if he'll be receiving a response from WWL today.

Do you think this will be signed out by yourselves today?

A copy of your response would be great and I'll add it to our file here and close it.

Regards,

[REDACTED]

---

**From:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Sent:** Wednesday, 8 February 2023 10:34 am

**To:** [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for your email.

We do have a response for this, but I am awaiting confirmation from officers.

However, I was of the understanding that this was partially transferred to WWL to respond to? We had sent an acknowledgement to the requester of this also.

Happy to send through WWL's response once it is sent off?

Thanks,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Regulatory Services



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](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.

Water Restriction Level Wellington Water

The banner features a blue background with white and yellow text. On the right, there are two circular icons: a blue one showing a hand holding a hose with a checkmark, and a red one showing a sprinkler with a red 'X' over it. At the bottom, there is a white bar with the text 'Water Restriction Level' followed by a blue icon of three water droplets with the number '2' inside, and the Wellington Water logo.

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] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

**Sent:** Friday, 3 February 2023 11:34 am

**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

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

Good morning [REDACTED]

I hope all is well with yourself?

I'm just putting our response together for this one as our decision is due out on 8 February.

Did you have any luck in respect of points 1 & 2 at all?

Kind regards,

[REDACTED]

**From:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Sent:** Wednesday, 21 December 2022 1:19 pm  
**To:** [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Hi [REDACTED]

Thanks for your email.

We're happy to accept a part transfer, for Points 1&2.

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)  
Governance Coordinator - Regulatory Services



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](http://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] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
**Sent:** Wednesday, 21 December 2022 8:54 am  
**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** FW: [#SR-469940] Wade St & Roscoe Tce intersection

Good morning team,

We have received this complaint/request for information in respect of Wade St and Roscoe Terrace.

Given WCC doesn't hold the information in respect of the first two points, I am transferring this to yourselves to follow up on.

Could you please confirm receipt and that this is being progressed?

Happy to discuss further.

Kind regards,

■

■

Senior Advisor | Official Information Team | Wellington City Council

P ■ | M ■  
E ■ [@wcc.govt.nz](mailto:■@wcc.govt.nz) | W [Wellington.govt.nz](http://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.

## **Absolutely Positively Wellington City Council**

Me Heke Ki Pōneke

---

**From:** BUS: Assurance <[Assurance@wcc.govt.nz](mailto:Assurance@wcc.govt.nz)>  
**Sent:** Wednesday, 21 December 2022 8:30 am  
**To:** ■ [@gmail.com](mailto:■@gmail.com)  
**Cc:** BUS: Assurance <[Assurance@wcc.govt.nz](mailto:Assurance@wcc.govt.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Tēnā koe ■

Thank you for your email dated 20 December 2022 requesting information.

Our team will manage your request under the Local Government Official Information and Meetings Act 1987 which requires us to provide a decision as soon as possible, but no later than 8 February 2023, being 20 working days of receipt.

Please note this date takes into account the Christmas shut down period of 20 December to 10 January.

The reference number for your request is IRC-4273

Please contact us if you have any further questions.

Kind regards

### **The Assurance Team**

Email: [assurance@wcc.govt.nz](mailto:assurance@wcc.govt.nz)

Wellington City Council | W [Wellington.govt.nz](http://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.

**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

On Tue, 20 Dec 6:01 PM, [REDACTED]@gmail.com> wrote:  
[REDACTED] – this is a LGOIMA request. Please advise:

- The total cost of this work
- The costs that were charged back to the contractor for not having done it correct in the first instance
- The information WCC based its decision to close the work when it was on notice it was not complete
- The justification WCC had to advise of the two week commitment to have the work completed

Please also provide copies of all records, in whatever form, that WCC has relating to this work for all internal and external communications

Regards

[REDACTED]

---

From: Info at WCC <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>



**Sent:** Friday, 16 December 2022 10:30 AM  
**To:** [REDACTED]@gmail.com  
**Subject:** Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for following up. I have been waiting to speak with [REDACTED] regarding the call. She is a part time worker and returns to work today.

I have however listened to the call recording and can understand how it created confusion. Our Customer Service Reps do not use email and they don't have access to a particular person that they can send an email to. They can log a service request into our ticketing system which creates a service request in Wellington Water's system and sends you an email with the ticket information. Our CSR could have done a better job of explaining that to you rather than leave you with the impression that you would be copied in to an email to a particular person. We apologise for this and I have followed up with [REDACTED] team leader for further training and support to be provided.

The ticketing system we use was put in at the end of 2020. It provides a much better level of communication for customers than our previous system but it is not perfect. Improvements to it are ongoing. We will make sure your feedback is included in the planning of that work. In the meantime we are manually monitoring replies to closed tickets.

Nga mihi

[REDACTED]

!-- Initial customer request --!

Description

Hi – it is not resolved. The contractors only did ½ the job. The toby has been fixed, but it now sits proud of the road, which is going to cause damage to car tyres. See pix. Can you organise it to be properly repaired this time?

Thanks



Ticket attachments : 1. [IMG\\_1365.jpg](#)  
2. [IMG\\_1364.jpg](#)  
3. [IMG\\_1363.jpg](#)  
4. [IMG\\_1362.jpg](#)

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?

:

Medium

Description

:

Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce

Incident address

:

.

Location

:

.

On Fri, 16 Dec 6:39 AM , [REDACTED]@gmail.com> wrote:

[REDACTED] – can you get back to me, please?

Thanks

[REDACTED]

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>  
Sent: Monday, 12 December 2022 8:15 PM  
To: 'Info at WCC' <info.atWCC@wcc.govt.nz>  
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

I spoke with [REDACTED] on 5 December at 3:18. Let me know what you come back with. And to blame Wellington Water for disfunction systems is pretty rich when WCC's email system is set up to ensure some emails are apparently not read. When are you going to address that?

Regards

[REDACTED]

---

From: Info at WCC <info.atWCC@wcc.govt.nz>  
Sent: Monday, 12 December 2022 11:47 AM  
To: [REDACTED]@gmail.com  
Subject: Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for following up with us.

This ticket was closed by Wellington Water as completed on November 16. It is usual practice for Wellington Water to close the ticket once the pipe has been repaired not once the road has been reinstated or returned

to its original state. This causes huge amounts of confusion and frustration for customers and we have asked them to change this practice and provide correct information to customers. Wellington Water have declined this request. I don't have access to information about the work, processes or decisions taken by Wellington Water but I can ask on your behalf.

Wellington Water were informed at 8.36am on Nov 17 that you had fed back that the issue was not resolved.

Replies to closed tickets are received by our system, so will generate a read receipt, they are however only infrequently monitored or read.

Could you please let me know when you spoke to [REDACTED] I can't see where she has added notes or emailed on either ticket but I can ask her Team Leader to investigate further. A time frame would be helpful for us to trace the call recording. We do not have individual people to be able to escalate matters at Wellington Water to. We have

Was it someone in our Contact Centre team who advised it would be fixed before the end of November or someone from Wellington Water? Also happy to follow this up with our team or for Wellington Water to include in their response.

Nga mihi

[REDACTED]

Service Improvement TL

!-- Initial customer request --!

Description

Hi – it is not resolved. The contractors only did ½ the job. The toby has been fixed, but it now sits proud of the road, which is going to cause damage to car tyres. See pix. Can you organise it to be properly repaired this time?

Thanks



Ticket attachments : 1. [IMG\\_1365.jpg](#)  
2. [IMG\\_1364.jpg](#)  
3. [IMG\\_1363.jpg](#)  
4. [IMG\\_1362.jpg](#)

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?

:

Medium

Description

:

Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce

Incident address

:

.

Location

:

.



From: Official Information  
To: [redacted]  
Cc: Official Information  
Subject: RE: Update on OIA IRO-344 and 345  
Date: Wednesday, February 8, 2023 11:06:17 AM  
Attachments: LG21MA Update 6 [redacted].xlsx  
image002.png  
image004.png  
image005.png

Kia ora [redacted]

That's correct. I sent put the wrong numbers in my email

Thanks

[redacted]

[redacted] (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob [redacted]  
Private Bag 39804 Wellington Ma I Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://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: Friday 3 February 2023 8:56 am  
To: [redacted]@wellingtonwater.co.nz  
Subject: FW: Update on OIA IRO-344 and [redacted]

I presume we are talking about the two clipped below – the numbers referenced in your email do not match the clip below!  
Cheers

[redacted]

[redacted] Team Leader Communications and Engagement



Mob [redacted]  
Private Bag 39804 Wellington Ma I Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt

From: Official Information <[official\\_information@wellingtonwater.co.nz](mailto:official_information@wellingtonwater.co.nz)>  
Sent: Thursday 2 February 2023 5:33 pm  
To: [redacted]@wellingtonwater.co.nz; [redacted]@wellingtonwater.co.nz  
Cc: Official Information <[official\\_information@wellingtonwater.co.nz](mailto:official_information@wellingtonwater.co.nz)>; [redacted]@wellingtonwater.co.nz; [redacted]@wellingtonwater.co.nz; [redacted]@wellingtonwater.co.nz  
Subject: RE: Update on OIA IRO-344 and [redacted]

Kia ora [redacted]

Thanks for providing that information.

[redacted]

Please see attached the register instead sorry for the lack of visibility

Furthermore it is OIA IRO-344 and [redacted] for review and approval next week – so ignore 339.

Many thanks

[redacted]

[redacted] (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob [redacted]  
Private Bag 39804 Wellington Ma I Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
 Sprinkler and irrigation systems not permitted.




Water Restriction Level  Wellington Water

Wellington Water is owned by the Hutt, Pōi, Ōtaki, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage the drinking water, wastewater and stormwater services.

From: [redacted] <[redacted]@wellingtonwater.co.nz>  
 Sent: Thursday 2 February 2023 5:25 pm  
 To: [redacted] <[redacted]@wellingtonwater.co.nz>; [redacted] <[redacted]@wellingtonwater.co.nz>  
 Cc: Official Information <official\_information@wellingtonwater.co.nz>; [redacted] <[redacted]@wellingtonwater.co.nz>  
 Subject: RE: Update on OIA IRO-344 and [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

From: [redacted] <[redacted]@wellingtonwater.co.nz>  
 Sent: Thursday 2 February 2023 5:15 pm  
 To: [redacted] <[redacted]@wellingtonwater.co.nz>; [redacted] <[redacted]@wellingtonwater.co.nz>  
 Cc: Official Information <official\_information@wellingtonwater.co.nz>; [redacted] <[redacted]@wellingtonwater.co.nz>  
 Subject: Update on OIA IRO-344 and [redacted]

Kia ora [redacted] and [redacted]

| ID  | Requester Contact | Requester Email | Request Details   | Link to AMI Team Folder                          | Status | AMT Sign-off | Response Sign-off | Response Sent | Last Information Gathered | Last Received by | Response Ready by | Response Due |
|-----|-------------------|-----------------|---|--|--------|--------------|-------------------|---------------|---------------------------|------------------|-------------------|--------------|
| 344 | [redacted]        | [redacted]      | <p>Request Details</p> <p>Requester's name in &amp; response to intervention.</p> <p>#The total cost of this work</p> <p>#The costs that were charged back to the contractor for not having done it correct in the first instance completed</p> | <p>Link to AMI Team Folder</p> <p>[redacted]</p> | Open   | [redacted]   | [redacted]        | [redacted]    | [redacted]                | 17/Nov/2022      | 08/Jan/2023       | 08/Jan/2023  |

Please note the following things:

- I am still waiting on confirmation that information for OIA IRO-339 a) exists and b) can be withheld based on commercial sensitivity.

I am not back until next Wednesday the day each of these responses are due so this is a heads up that I will be emailing you both that day to review and approve the correspondence (supplied and checked by relevant SMEs) for the above requests.

Please note that if the information still isn't supplied or if there are any objections to the approval on the 8<sup>th</sup> I will require an approval for extension

Ngā mihi nui

[redacted]

[redacted] (he/him)  
 Governance Coordinator - Regulatory Services

**Wellington Water**

Tel 04 912 4400 Mail [redacted]

Private Bag 39804 Wellington Ma | Centre 5045  
 Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
 Sprinkler and irrigation systems not permitted.




Water Restriction Level  Wellington Water

Wellington Water is owned by the Hutt, Pōi, Ōtaki, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage the drinking water, wastewater and stormwater services.



From: [redacted]  
To: [official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)  
Cc: [redacted]  
Subject: RE: Update on OIA IRO-344 and 345  
Date: Thursday, February 9, 2023 8:27:23 AM  
Attachments: [image001.png](#)  
[image003.png](#)  
[image004.png](#)

[redacted] - I'm ok with these extensions but we should give ourselves more time and push out a week or so as the 10<sup>th</sup> is tomorrow.

Ngā mihi

[redacted]

From: Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
Sent: Wednesday, 8 February 2023 4:09 pm  
To: Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
Cc: [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
Subject: RE: Update on OIA IRO-344 and [redacted]

Hi [redacted]

Same for OIA IRO-344.

[OIA IRO-344 Letter of Extension.docx](#)

[redacted]

Thanks

[redacted]

[redacted] (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 [\[redacted\]](mailto:[redacted])  
Private Bag 39804 Wellington Ma I Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.

Water Restriction Level **2**

Wellington Water

The banner features two circular icons: one showing a hand holding a hose with a checkmark, and another showing a sprinkler with a red 'X' over it, indicating that sprinklers and irrigation systems are not permitted.

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Ōtaki District Council. We manage the drinking water, wastewater and stormwater services.

From: Official Information  
Sent: Wednesday, 8 February 2023 4:08 pm  
To: [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
Cc: Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
Subject: RE: Update on OIA IRO-344 and [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted] (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 [\[redacted\]](mailto:[redacted])  
Private Bag 39804 Wellington Ma I Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.



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:** Official Information <[official\\_information@wellingtonwater.co.nz](mailto:official_information@wellingtonwater.co.nz)>  
**Sent:** Thursday 2 February 2023 5:33 pm  
**To:** [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
**Cc:** Official Information <[official\\_information@wellingtonwater.co.nz](mailto:official_information@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
**Subject:** RE: Update on OIA IRO-344 and [redacted]

Kia ora [redacted]

Thanks for providing that information.

[redacted]

Please see attached the register instead sorry for the lack of visibility

Furthermore it is OIA IRO-344 and [redacted] for review and approval next week – so ignore 339.

Many thanks

[redacted]

[redacted] (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mon [redacted]  
Private Bag 39804 Wellington Ma I Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.



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] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
**Sent:** Thursday 2 February 2023 5:25 pm  
**To:** [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
**Cc:** Official Information <[official\\_information@wellingtonwater.co.nz](mailto:official_information@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
**Subject:** RE: Update on OIA IRO-344 and [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

**From:** [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
**Sent:** Thursday 2 February 2023 5:15 pm  
**To:** [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
**Cc:** Official Information <[official\\_information@wellingtonwater.co.nz](mailto:official_information@wellingtonwater.co.nz)>; [redacted] <[\[redacted\]@wellingtonwater.co.nz](mailto:[redacted]@wellingtonwater.co.nz)>  
**Subject:** Update on OIA IRO-344 and [redacted]

Kia ora [redacted] and [redacted]







I am not back until next Wednesday the day each of these responses are due so this is a heads up that I will be emailing you both that day to review and approve the correspondence (supplied and checked by relevant SME's) for the above requests.

Please note that if the information still isn't supplied or if there are any objections to the approval on the 8<sup>th</sup> I will require an approval for extension

Ngā mihi nui

█

█ (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob █  
Private Bag 39804 Wellington Mail Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.

Water Restriction Level **2** Wellington Water

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 the drinking water, wastewater and stormwater services.

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** [REDACTED] shared "OIA IRO-344 [REDACTED] Letter, Costs of works at Wade Street and Roscoe Terrace Intersection [#SR-469940]" with you.  
**Date:** Thursday, February 9, 2023 2:44:33 PM  
**Attachments:** [AttachedImage](#)  
[AttachedImage](#)  
[AttachedImage](#)  
[AttachedImage](#)  
[AttachedImage](#)



[REDACTED] shared a file with you

Hi - small addition to letter. Have WCC been alerted to this question and response? I am presuming we did charge back on the contractor. I see no reason why we would not confirm that we have recovered some costs (the amount we cannot release because of commercial sensitivity issues) from the contractor. I think it is important that the fact that we have is explicitly stated minus the amount. cheers [REDACTED]



OIA IRO-344 [REDACTED] Letter, Costs of works at Wade Street and Roscoe Terrace Intersection [#SR-469940]



This link only works for the direct recipients of this message.

Open



[Privacy Statement](#)





**Limit residential outdoor water use. Handheld hoses only.**  
 Sprinkler and irrigation systems not permitted.




Water Restriction Level  Wellington Water

Wellington Water is owned by the Hutt, Pōi, Ōtaki, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Ōtaki, Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [redacted] <[redacted]@wellingtonwater.co.nz>  
 Sent: Thursday 2 February 2023 5:25 pm  
 To: [redacted] <[redacted]@wellingtonwater.co.nz>; [redacted] <[redacted]@wellingtonwater.co.nz>  
 Cc: Official Information <official\_information@wellingtonwater.co.nz>; [redacted] <[redacted]@wellingtonwater.co.nz>  
 Subject: RE: Update on OIA IRO-344 and [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

From: [redacted] <[redacted]@wellingtonwater.co.nz>  
 Sent: Thursday 2 February 2023 5:15 pm  
 To: [redacted] <[redacted]@wellingtonwater.co.nz>; [redacted] <[redacted]@wellingtonwater.co.nz>  
 Cc: Official Information <official\_information@wellingtonwater.co.nz>; [redacted] <[redacted]@wellingtonwater.co.nz>  
 Subject: Update on OIA IRO-344 and [redacted]

Kia ora [redacted] and [redacted]

| ID  | Requester Contact | Requester Email | Request Details  | Link to MIA Team Folder                          | Status | Start Date | Response Due Date | Response Received | Response Ready | Response Due |
|-----|-------------------|-----------------|--|--|--------|------------|-------------------|-------------------|----------------|--------------|
| 344 | [redacted]        | [redacted]      | <p>Request Details</p> <p>Requester's Name: [redacted] &amp; Requester Title: [redacted]</p> <p>#The total cost of this work</p> <p>#The costs that were charged back to the contractor for not having done it correct in the first instance completed</p> | <p>Link to MIA Team Folder</p> <p>[redacted]</p> | Open   | [redacted] | [redacted]        | [redacted]        | [redacted]     | [redacted]   |

Please note the following things:

- I am still waiting on confirmation that information for OIA IRO-339 a) exists and b) can be withheld based on commercial sensitivity.

I am not back until next Wednesday the day each of these responses are due so this is a heads up that I will be emailing you both that day to review and approve the correspondence (supplied and checked by relevant SMEs) for the above requests.

Please note that if the information still isn't supplied or if there are any objections to the approval on the 8<sup>th</sup> I will require an approval for extension

Ngā mihi nui

[redacted]

[redacted] (he/him)  
 Governance Coordinator - Regulatory Services

**Wellington Water**

Tel 04 912 4400 Mail [redacted]

Private Bag 39804 Wellington Ma | Centre 5045  
 Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
 Sprinkler and irrigation systems not permitted.




Water Restriction Level  Wellington Water

Wellington Water is owned by the Hutt, Pōi, Ōtaki, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Ōtaki, Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** [REDACTED] shared "OIA IRO-344 [REDACTED] Letter, Costs of works at Wade Street and Roscoe Terrace Intersection [#SR-469940]" with you.  
**Date:** Wednesday, February 15, 2023 7:57:35 AM  
**Attachments:** [AttachedImage](#)  
[AttachedImage](#)  
[AttachedImage](#)  
[AttachedImage](#)  
[AttachedImage](#)



[REDACTED] shared a file with you

Hi revised to note cost in body of letter and no reimbursement sought. In the email string there was reference to [REDACTED] - where's that at? I've lost track. [REDACTED]



OIA IRO-344 [REDACTED] Letter, Costs of works at Wade Street and Roscoe Terrace Intersection [#SR-469940]



This link only works for the direct recipients of this message.

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From: [Official Information](#)  
To: [REDACTED]  
Cc: [REDACTED]; [Official Information](#)  
Subject: RE: [Approval Needed] - OIA IRO-344  
Date: Thursday, February 16, 2023 1:42:24 PM  
Attachments: [image001.png](#)  
[image004.png](#)  
[image007.png](#)  
[image008.png](#)

Thanks!

That was [REDACTED] work!

Cheers

!

[REDACTED] (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob [REDACTED]  
Private Bag 39804 Wellington Ma I Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.

Water Restriction Level **2**

Wellington Water

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington City Councils, South West Bay District Council and Greater Wellington Regional Council. We manage the drinking water, wastewater and stormwater services.

From: [REDACTED]@wellingtonwater.co.nz  
Sent: Thursday 16 February 2023 1:00 pm  
To: Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
Cc: [REDACTED]@wellingtonwater.co.nz  
Subject: RE: [Approval Needed] - OIA IRO-344

Good work. You have taken out the break down of the cost which I agree with. Just having it at the summary level is appropriate. Good to go.

Ngā mihi

[REDACTED]

From: Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
Sent: Wednesday 15 February 2023 1:16 pm  
To: [REDACTED]@wellingtonwater.co.nz  
Cc: [REDACTED]@wellingtonwater.co.nz; Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
Subject: RE: [Approval Needed] - OIA IRO-344  
Importance: High

Kia ora [REDACTED]

Please see attached the original email from the requester and the link below to our final correspondence.

[OIA IRO-344 Final Correspondence](#)

Thanks

[REDACTED]

[REDACTED] (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob [REDACTED]  
Private Bag 39804 Wellington Ma I Centre 5045  
Level 4 25 Victoria Street Petone Lower Hutt  
[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
Sprinkler and irrigation systems not permitted.

Water Restriction Level **2**

Wellington Water







**From:** [Official Information](#)  
**To:** [REDACTED]  
**Cc:** [Official Information](#)  
**Subject:** Response to OIA IRO-344  
**Date:** Thursday, February 16, 2023 1:47:37 PM  
**Attachments:** [OIA IRO-344 \[REDACTED\] Letter, Costs of works at Wade Street and Roscoe Terrace Intersection \[#SR-469940\].pdf](#)  
[image002.png](#)

---

Kia ora [REDACTED],

**Official information request regarding costs of works at Wade Street and Roscoe Terrace Intersection [#SR-469940].**

Please see attached Wellington Water's response to OIA IRO-344.

We sincerely apologise for the time it has taken for us to send this information through to you.

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)  
**Governance Coordinator - Regulatory Services**



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](http://www.wellingtonwater.co.nz)

A sign for Water Restriction Level 2. The sign has a white background with a blue border. On the left, it says 'Limit residential outdoor water use. Handheld hoses only.' in blue and orange text. Below that, it says 'Sprinkler and irrigation systems not permitted.' in orange text. On the right, there are two circular icons: a blue one showing a handheld hose with a checkmark, and a red one showing a sprinkler with an 'X' over it. At the bottom, there is a blue banner with the text 'Water Restriction Level' and a large blue '2' inside a water drop icon, followed by the Wellington Water logo.

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:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Sent:** Thursday, 22 December 2022 4:22 pm

**To:** [REDACTED]@gmail.com

**Cc:** Official Information <official.information@wellingtonwater.co.nz>

**Subject:** Acknowledgment of Receipt - OIA IRO-344

Kia ora [REDACTED]

**Official information request regarding costs of works at Wade Street and Roscoe Terrace Intersection [#SR-469940].**

Thank you for your official information request dated Tuesday 20 December 2022.

On Wednesday 21 December 2022, Wellington City Council partially transferred your request to us and we will be answering the following questions:

- The total cost of this work
- The costs that were charged back to the contactor for not having done it correct in the first instance

We will endeavour to respond to your request as soon as possible and in any event no later than Wednesday 8 February 2023 being 20 working days after your request was transferred. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

The response date shown takes into account:

1. Summer holidays (20 December to 10 January)
2. Christmas (25 December 2022)
3. New Year's Day (1 January 2023)
4. Waitangi Day (6 February 2023)

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi

[REDACTED]

[REDACTED] (he/him)

**Governance Coordinator - Regulatory Services**



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](http://www.wellingtonwater.co.nz)

**From:** [Official Information](#)  
**To:** [REDACTED]  
**Cc:** [Official Information](#)  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection  
**Date:** Thursday, February 16, 2023 1:48:47 PM  
**Attachments:** [OIA IRO-344 \[REDACTED\] Letter, Costs of works at Wade Street and Roscoe Terrace Intersection \[#SR-469940\].pdf](#)  
[image002.png](#)

---

Hi [REDACTED]

Hope this email finds you well.

Sorry for the delay in getting this information to you.

See attached our response to the part OIA you transferred to us from [REDACTED]

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)  
**Governance Coordinator - Regulatory Services**



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](http://www.wellingtonwater.co.nz)

**Limit residential outdoor water use. Handheld hoses only.**  
**Sprinkler and irrigation systems not permitted.**

The banner features two circular icons: a blue one with a handheld hose and a checkmark, and a red one with a sprinkler and a red 'X' over it. At the bottom, it says 'Water Restriction Level 2' with a '2' inside a blue water drop icon, and the Wellington Water logo.

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]@wcc.govt.nz>

**Sent:** Wednesday, 8 February 2023 11:05 am  
**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

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

Good morning [REDACTED]

Thanks for the update on this one, much appreciated.

Apologies re: the wording on my previous email, that could have been clearer.

I was really wondering how things were progressing with WWL as the due date was today.

I sent him out what we hold this morning which was a copy of the transcript relating to his call to our Contact Centre.

The remaining questions are in respect of information we don't hold.

He's just come back to me to ask if he'll be receiving a response from WWL today.

Do you think this will be signed out by yourselves today?

A copy of your response would be great and I'll add it to our file here and close it.

Regards,

[REDACTED]

---

**From:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Sent:** Wednesday, 8 February 2023 10:34 am  
**To:** [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for your email.

We do have a response for this, but I am awaiting confirmation from officers.

However, I was of the understanding that this was partially transferred to WWL to respond to? We had sent an acknowledgement to the requester of this also.

Happy to send through WWL's response once it is sent off?

Thanks,

████

████ (he/him)

Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob █████

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

A graphic sign for Water Restriction Level 2. The top section is light grey with the text 'Limit residential outdoor water use. Handheld hoses only.' in blue and 'Sprinkler and irrigation systems not permitted.' in orange. To the right are two circular icons: a blue one with a handheld hose and a checkmark, and a red one with a sprinkler and an 'X'. The bottom section is orange with the text 'Water Restriction Level' in blue, a large blue '2' inside a water drop icon, and the Wellington Water logo.

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:** █████@wcc.govt.nz>

**Sent:** Friday, 3 February 2023 11:34 am

**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

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

Good morning █████

I hope all is well with yourself?

I'm just putting our response together for this one as our decision is due out on 8 February.

Did you have any luck in respect of points 1 & 2 at all?

Kind regards,

■

---

**From:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Sent:** Wednesday, 21 December 2022 1:19 pm

**To:** ■ <[■@wcc.govt.nz](mailto:■@wcc.govt.nz)>

**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Hi ■

Thanks for your email.

We're happy to accept a part transfer, for Points 1&2.

Ngā mihi nui

■

■ (he/him)  
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob ■

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

[www.wellingtonwater.co.nz](http://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:** ■ <[■@wcc.govt.nz](mailto:■@wcc.govt.nz)>

**Sent:** Wednesday, 21 December 2022 8:54 am

**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>

**Subject:** FW: [#SR-469940] Wade St & Roscoe Tce intersection

Good morning team,

We have received this complaint/request for information in respect of Wade St and Roscoe Terrace.

Given WCC doesn't hold the information in respect of the first two points, I am transferring this to yourselves to follow up on.



Could you please confirm receipt and that this is being progressed?

Happy to discuss further.

Kind regards,

■

■

Senior Advisor | Official Information Team | Wellington City Council

P ■ M ■  
E ■ [@wcc.govt.nz](mailto:■@wcc.govt.nz) | W [Wellington.govt.nz](http://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.

**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

---

**From:** BUS: Assurance <[Assurance@wcc.govt.nz](mailto:Assurance@wcc.govt.nz)>  
**Sent:** Wednesday, 21 December 2022 8:30 am  
**To:** ■ [@gmail.com](mailto:■@gmail.com)  
**Cc:** BUS: Assurance <[Assurance@wcc.govt.nz](mailto:Assurance@wcc.govt.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

Tēnā koe ■

Thank you for your email dated 20 December 2022 requesting information.

Our team will manage your request under the Local Government Official Information and Meetings Act 1987 which requires us to provide a decision as soon as possible, but no later than 8 February 2023, being 20 working days of receipt.

Please note this date takes into account the Christmas shut down period of 20 December to 10 January.

The reference number for your request is IRC-4273

Please contact us if you have any further questions.

Kind regards

**The Assurance Team**

Email: [assurance@wcc.govt.nz](mailto:assurance@wcc.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.

**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

On Tue, 20 Dec 6:01 PM , [REDACTED]@gmail.com> wrote:  
[REDACTED] – this is a LGOIMA request. Please advise:

- The total cost of this work
- The costs that were charged back to the contactor for not having done it correct in the first instance
- The information WCC based its decision to close the work when it was on notice it was not complete
- The justification WCC had to advise of the two week commitment to have the work completed

Please also provide copies of all records, in whatever form, that WCC has relating to this work for all internal and external communications

Regards

[REDACTED]

---

From: Info at WCC <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>  
Sent: Friday, 16 December 2022 10:30 AM  
To: [REDACTED]@gmail.com  
Subject: Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for following up. I have been waiting to speak with [REDACTED] regarding the call. She is a part time worker and returns to work today.

I have however listened to the call recording and can understand how it created confusion. Our Customer Service Reps do not use email and they don't have access to a particular person that they can send an email to. They can log a service request into our ticketing system which creates a service request in Wellington Water's system and sends you an email with the ticket information. Our CSR could have done a better job of explaining that to you rather than leave you with the impression that you would be copied in to an email to a particular person. We apologise for this and I have followed up with [REDACTED] team leader for further training and support to be provided.

The ticketing system we use was put in at the end of 2020. It provides a much better level of communication for customers than our previous system but it is not perfect. Improvements to it are ongoing. We will make sure your feedback is included in the planning of that work. In the meantime we are manually monitoring replies to closed tickets.

Nga mihi

[REDACTED]

!-- Initial customer request --!

Description

Hi – it is not resolved. The contractors only did ½ the job. The toby has been fixed, but it now sits proud of the road, which is going to cause damage to car tyres. See pix. Can you organise it to be properly repaired this time?

Thanks



Ticket attachments : 1. [IMG\\_1365.jpg](#)

2. [IMG\\_1364.jpg](#)

3. [IMG\\_1363.jpg](#)

4. [IMG\\_1362.jpg](#)

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?

:

Medium

Description

:

Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce

Incident address

:

.

Location

:

.

On Fri, 16 Dec 6:39 AM , [REDACTED]@gmail.com> wrote:

[REDACTED] – can you get back to me, please?

Thanks

[REDACTED]

**From:** [REDACTED]@gmail.com [REDACTED]@gmail.com  
**Sent:** Monday, 12 December 2022 8:15 PM  
**To:** 'Info at WCC' <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>  
**Subject:** RE: [#SR-469940] Wade St & Roscoe Tce intersection

I spoke with [REDACTED] on 5 December at 3:18. Let me know what you come back with. And to blame Wellington Water for disfunction systems is pretty rich when WCC's email system is set up to ensure some emails are apparently not read. When are you going to address that?

Regards

[REDACTED]

---

**From:** Info at WCC <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>  
**Sent:** Monday, 12 December 2022 11:47 AM  
**To:** [REDACTED]@gmail.com  
**Subject:** Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for following up with us.

This ticket was closed by Wellington Water as completed on November 16. It is usual practice for Wellington Water to close the ticket once the pipe has been repaired not once the road has been reinstated or returned to its original state. This causes huge amounts of confusion and frustration for customers and we have asked them to change this practice and provide correct information to customers. Wellington Water have declined this request. I don't have access to information about the work, processes or decisions taken by Wellington Water but I can ask on your behalf.

Wellington Water were informed at 8.36am on Nov 17 that you had fed back that the issue was not resolved.

Replies to closed tickets are received by our system, so will generate a read receipt, they are however only infrequently monitored or read.

Could you please let me know when you spoke to [REDACTED] I can't see where she has added notes or emailed on either ticket but I can ask her Team Leader to investigate further. A time frame would be helpful for us to trace the call recording. We do not have individual people to be able to escalate matters at Wellington Water to. We have

Was it someone in our Contact Centre team who advised it would be fixed before the end of November or someone from Wellington Water? Also happy to follow this up with our team or for Wellington Water to include in their response.

Nga mihi

[REDACTED]



## Service Improvement TL

!-- Initial customer request --!

Description

Hi – it is not resolved. The contractors only did ½ the job. The toby has been fixed, but it now sits proud of the road, which is going to cause damage to car tyres. See pix. Can you organise it to be properly repaired this time?

Thanks



Ticket attachments : 1. [IMG\\_1365.jpg](#)  
2. [IMG\\_1364.jpg](#)  
3. [IMG\\_1363.jpg](#)  
4. [IMG\\_1362.jpg](#)

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?

:

Medium

Description

:

Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce

Incident address

:

.

Location

:

.



[REDACTED]

---

**From:** Resolution Team  
**Sent:** Friday, December 16, 2022 3:40 PM  
**To:** [REDACTED]@gmail.com  
**Cc:** Resolution Team  
**Subject:** FW: Reinstatement update

Hi [REDACTED]

The contractor has stated the reinstatement will be completed today.

Regards,  
[REDACTED]

---

**From:** Resolution Team  
**Sent:** Friday, 16 December 2022 8:13 am  
**To:** [REDACTED]@gmail.com; Resolution Team <ResolutionTeam@wellingtonwater.co.nz>  
**Subject:** RE: Reinstatement update

Hi [REDACTED]

I have not yet received a reply from the reinstatement team to answer your question of when the permanent reinstatement will be done.

I will follow up with them again.

Thanks,  
[REDACTED]

---

**From:** [REDACTED]@gmail.com [REDACTED]@gmail.com  
**Sent:** Friday, 16 December 2022 6:36 am  
**To:** Resolution Team <ResolutionTeam@wellingtonwater.co.nz>  
**Subject:** RE: Reinstatement update  
**Importance:** High

[REDACTED] – please provide the courtesy of a reply

Thanks  
[REDACTED]

---

**From:** [REDACTED]@gmail.com [REDACTED]@gmail.com  
**Sent:** Monday, 12 December 2022 8:11 PM  
**To:** 'Resolution Team' <ResolutionTeam@wellingtonwater.co.nz>  
**Subject:** RE: Reinstatement update

[REDACTED] – you have not answered my question. When will the work be completed. Please get back to me. One of your staff called me on 30 November about this and said it would be done in 2 weeks.

Regards  
[REDACTED]

---

**From:** Resolution Team <ResolutionTeam@wellingtonwater.co.nz>  
**Sent:** Monday, 12 December 2022 12:59 PM

To: [REDACTED]@gmail.com; Resolution Team <[ResolutionTeam@wellingtonwater.co.nz](mailto:ResolutionTeam@wellingtonwater.co.nz)>  
Subject: RE: Reinstatement update

Hi [REDACTED]

Thank you for your email.

After repairing a fault, our standard process is to place a temporary seal down with a permanent reinstatement to follow. These are always separate jobs. Permanent reinstatements can take several weeks to organise and execute. WCCSR-457149R was raised on 10 October 2022. It was assigned to our contractor in early November.

Service request WCCSR-469940 was raised to our attention on 11 October 2022.

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](http://www.wellingtonwater.co.nz)

---

From [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Sunday, 11 December 2022 4:49 pm

To: Customer Support Team <[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)>

Subject: RE: Reinstatement update

[REDACTED] – thanks. When did WCC advise you the work was not completed? When was the job that is in the process of being scheduled raised? When will the actual work be completed correctly?

Regards

---

From: Customer Support Team <[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)>

Sent: Thursday, 8 December 2022 2:50 PM

To: [REDACTED]@gmail.com

Subject: Reinstatement update

Kia ora [REDACTED]

Wellington City Council has advised us that you wish to be updated on the status of two jobs.

**35 Wade Street, Wadestown - WCCSR-457149R**

After fixing the water leak, we raised a job to have a permanent reinstatement done on the above service request. This job is in the process of being scheduled.

**20 Roscoe Terrace, Wadestown - WCCSR-469940**

We investigated the issue of a potential danger to road users. We identified the toby box is level with the road and has yet to be permanently reinstated.

If you have any further questions or concerns, please feel free to contact us.

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](http://www.wellingtonwater.co.nz)**

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, December 16, 2022 9:36 AM  
**To:** Civil Crew  
**Cc:** Operations; [REDACTED]  
**Subject:** FW: WO# 236190 35 Wade Street, Wadestown

Can you please prioritise this job

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Tuesday, 13 December 2022 8:32 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** WO# 236190 35 Wade Street, Wadestown

Morning [REDACTED]

I was wondering if you could please advise when WO# 236190 will be completed?

I have a customer wanting to know when the final reinstatement will be done.

Kind Regards,

[REDACTED] – Customer Resolution Officer  
Customer Experience Team



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](http://www.wellingtonwater.co.nz)



**From:** [REDACTED]  
**To:** [Civil Crew](#)  
**Cc:** [REDACTED]  
**Subject:** FW: [#SR-457149] Wade St & Roscoe Tce intersection  
**Date:** Thursday, November 3, 2022 12:50:00 PM  
**Attachments:** [IMG\\_1349.jpg](#)  
[IMG\\_1348.jpg](#)  
[IMG\\_1350.jpg](#)  
[IMG\\_1351.jpg](#)  
[IMG\\_1352.jpg](#)

---

Please let me know when this is booked in for

---

**From:** Customer Support Team <[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)>  
**Sent:** Tuesday, 1 November 2022 11:41 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** FW: [#SR-457149] Wade St & Roscoe Tce intersection

Kia Ora [REDACTED]

Are you able to provide a rough ETA on this one? Refer to WO-236190

Nga mihi  
[REDACTED]

---

**From:** Info at WCC <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>  
**Sent:** Monday, 31 October 2022 3:26 pm  
**To:** Customer Support Team <[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)>  
**Subject:** Fwd: [#SR-457149] Wade St & Roscoe Tce intersection

Kia ora team!

The customer for this job has emailed through asking for an ETA on reinstatement. I realise an exact date may not be possible, but if you have a rough estimate and could send him a message that would be much appreciated.

Ngā mihi,  
[REDACTED]

Service Improvement Officer | Customer Contact Centre |

P 04 499 4444 [REDACTED] W [Wellington.govt.nz](http://Wellington.govt.nz)

PO Box 2199 Wellington 6140

On Sat, 17 Sep 4:02 PM, [REDACTED]@gmail.com> wrote:  
Hi there. Recently Downer resurfaced parts of Wade Street. The flange on a water valve box has failed and it is almost certainly going to cause damage to a vehicle's tyres, as it is difficult to avoid that area when one

vehicle is turning left into Roscoe Tce and another is turning right into Wade St.

Can you confirm WCC has arranged for the area to be isolated until there is a permanent repair?

Thanks



**From:** [hubrequest](#)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** 238864 20 Roscoe Terrace, Wadestown  
**Date:** Thursday, October 27, 2022 9:18:45 AM  
**Attachments:** [WCCSR-469940-IMG\\_1364.jpg](#)  
[image001.png](#)  
[image002.jpg](#)

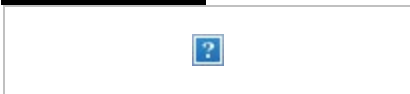
---

Hey [REDACTED]

Can we please get some more temp seal on this job, the toby is sticking up on the road,

Thanks,

[REDACTED] **Dispatch Operator**



**Tel 04 912 4400**

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

**[www.wellingtonwater.co.nz](http://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]  
**To:** [hubrequest](mailto:hubrequest)  
**Cc:** [REDACTED]  
**Subject:** RE: 238864 20 Roscoe Terrace, Wadestown  
**Date:** Thursday, October 27, 2022 12:08:19 PM  
**Attachments:** [image001.png](#)  
[image002.jpg](#)

---

Hi [REDACTED] [REDACTED] will pull past and sort this out.

Cheers [REDACTED]

---

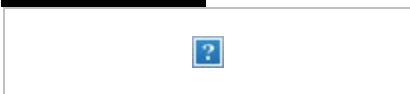
**From:** hubrequest <hubrequest@wellingtonwater.co.nz>  
**Sent:** Thursday, 27 October 2022 9:19 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Cc:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** 238864 20 Roscoe Terrace, Wadestown

Hey [REDACTED]

Can we please get some more temp seal on this job, the toby is sticking up on the road,

Thanks,

[REDACTED] **Dispatch Operator**



**Tel 04 912 4400**

**Private Bag 39804, Wellington Mail Centre 5045  
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**From:** [Info at WCC](#)  
**To:** [Customer Support Team](#)  
**Subject:** Fwd: [#SR-457149] Wade St & Roscoe Tce intersection  
**Date:** Monday, October 31, 2022 3:25:38 PM  
**Attachments:** [IMG\\_1349.jpg](#)  
[IMG\\_1348.jpg](#)  
[IMG\\_1350.jpg](#)  
[IMG\\_1351.jpg](#)  
[IMG\\_1352.jpg](#)

---

Kia ora team!

The customer for this job has emailed through asking for an ETA on reinstatement. I realise an exact date may not be possible, but if you have a rough estimate and could send him a message that would be much appreciated.

Ngā mihi,

██████████

Service Improvement Officer | Customer Contact Centre |

P 04 499 4444 ██████████ W [Wellington.govt.nz](http://Wellington.govt.nz)

PO Box 2199 Wellington 6140

On Sat, 17 Sep 4:02 PM , ██████████@gmail.com> wrote:  
Hi there. Recently Downer resurfaced parts of Wade Street. The flange on a water valve box has failed and it is almost certainly going to cause damage to a vehicle's tyres, as it is difficult to avoid that area when one vehicle is turning left into Roscoe Tce and another is turning right into Wade St.  
Can you confirm WCC has arranged for the area to be isolated until there is a permanent repair?  
Thanks  
██████████













**From:** [Customer Support Team](#)  
**To:** [REDACTED]  
**Subject:** FW: [#SR-457149] Wade St & Roscoe Tce intersection  
**Date:** Tuesday, November 1, 2022 11:40:00 AM  
**Attachments:** [IMG\\_1349.jpg](#)  
[IMG\\_1348.jpg](#)  
[IMG\\_1350.jpg](#)  
[IMG\\_1351.jpg](#)  
[IMG\\_1352.jpg](#)

---

Kia Ora [REDACTED]

Are you able to provide a rough ETA on this one? Refer to WO-236190

Nga mihi  
[REDACTED]

---

**From:** Info at WCC <info.atWCC@wcc.govt.nz>  
**Sent:** Monday, 31 October 2022 3:26 pm  
**To:** Customer Support Team <customer@wellingtonwater.co.nz>  
**Subject:** Fwd: [#SR-457149] Wade St & Roscoe Tce intersection

Kia ora team!

The customer for this job has emailed through asking for an ETA on reinstatement. I realise an exact date may not be possible, but if you have a rough estimate and could send him a message that would be much appreciated.

Ngā mihi,  
[REDACTED]

Service Improvement Officer | Customer Contact Centre |

P 04 499 4444 [REDACTED] W Wellington.govt.nz

PO Box 2199 Wellington 6140

On Sat, 17 Sep 4:02 PM , [REDACTED] <[REDACTED]@gmail.com> wrote:  
Hi there. Recently Downer resurfaced parts of Wade Street. The flange on a water valve box has failed and it is almost certainly going to cause damage to a vehicle's tyres, as it is difficult to avoid that area when one vehicle is turning left into Roscoe Tce and another is turning right into Wade St.  
Can you confirm WCC has arranged for the area to be isolated until there is a permanent repair?  
Thanks  
[REDACTED]













**From:** [REDACTED]  
**To:** [Civil Crew](#)  
**Cc:** [REDACTED]  
**Subject:** FW: [#SR-457149] Wade St & Roscoe Tce intersection  
**Date:** Thursday, November 3, 2022 12:50:46 PM  
**Attachments:** [IMG\\_1349.jpg](#)  
[IMG\\_1348.jpg](#)  
[IMG\\_1350.jpg](#)  
[IMG\\_1351.jpg](#)  
[IMG\\_1352.jpg](#)

---

Please let me know when this is booked in for

---

**From:** Customer Support Team <[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)>  
**Sent:** Tuesday, 1 November 2022 11:41 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** FW: [#SR-457149] Wade St & Roscoe Tce intersection

Kia Ora [REDACTED]

Are you able to provide a rough ETA on this one? Refer to WO-236190

Nga mihi  
[REDACTED]

---

**From:** Info at WCC <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>  
**Sent:** Monday, 31 October 2022 3:26 pm  
**To:** Customer Support Team <[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)>  
**Subject:** Fwd: [#SR-457149] Wade St & Roscoe Tce intersection

Kia ora team!

The customer for this job has emailed through asking for an ETA on reinstatement. I realise an exact date may not be possible, but if you have a rough estimate and could send him a message that would be much appreciated.

Ngā mihi,  
[REDACTED]

Service Improvement Officer | Customer Contact Centre |

P 04 499 4444 [REDACTED] W [Wellington.govt.nz](http://Wellington.govt.nz)

PO Box 2199 Wellington 6140

On Sat, 17 Sep 4:02 PM [REDACTED]@gmail.com> wrote:  
Hi there. Recently Downer resurfaced parts of Wade Street. The flange on a water valve box has failed and it is almost certainly going to cause damage to a vehicle's tyres, as it is difficult to avoid that area when one

vehicle is turning left into Roscoe Tce and another is turning right into Wade St.

Can you confirm WCC has arranged for the area to be isolated until there is a permanent repair?

Thanks















**From:** [Info at WCC](#)  
**To:** [Customer Support Team](#)  
**Cc:** [REDACTED]  
**Subject:** Fwd: [#SR-457149] Wade St & Roscoe Tce intersection  
**Date:** Thursday, November 17, 2022 8:36:04 AM  
**Attachments:** [IMG\\_1349.jpg](#)  
[IMG\\_1348.jpg](#)  
[IMG\\_1350.jpg](#)  
[IMG\\_1351.jpg](#)  
[IMG\\_1352.jpg](#)

---

Kia ora Team,

The customer has contacted us under SR-469940 as that ticket had been resolved, despite speaking to someone yesterday morning. Can someone please advise what action's been taken?

Nga mihi

[REDACTED]  
Service Improvement Officer | Customer Contact Centre | Wellington City Council  
P (04) 499 4444 | W [Wellington.govt.nz](http://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.

On Sat, 17 Sep 16:02 , [REDACTED]<[REDACTED]@gmail.com> wrote:  
Hi there. Recently Downer resurfaced parts of Wade Street. The flange on a water valve box has failed and it is almost certainly going to cause damage to a vehicle's tyres, as it is difficult to avoid that area when one vehicle is turning left into Roscoe Tce and another is turning right into Wade St.  
Can you confirm WCC has arranged for the area to be isolated until there is a permanent repair?  
Thanks  
[REDACTED]











**From:** [Customer Support Team](#)  
**To:** [Info at WCC](#)  
**Cc:** [REDACTED]  
**Subject:** RE: [#SR-457149] Wade St & Roscoe Tce intersection  
**Date:** Thursday, November 17, 2022 10:05:00 AM  
**Attachments:** [image001.jpg](#)

---

Kia Ora Koutou

Our team replaced the valve block on 07/10/2022. Just waiting for permanent reinstatement.

Nga mihi

[REDACTED]  
**Senior Information & Escalation Coordinator**  
Customer Experience



Ph 04 912 4470 Mob [REDACTED]

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

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

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We manage their drinking water, wastewater and stormwater services.

---

**From:** Info at WCC <info.atWCC@wcc.govt.nz>  
**Sent:** Thursday, 17 November 2022 8:36 am  
**To:** Customer Support Team <customer@wellingtonwater.co.nz>  
**Cc:** [REDACTED]@wcc.govt.nz  
**Subject:** Fwd: [#SR-457149] Wade St & Roscoe Tce intersection

Kia ora Team,

The customer has contacted us under SR-469940 as that ticket had been resolved, despite speaking to someone yesterday morning. Can someone please advise what action's been taken?

Nga mihi

[REDACTED]  
Service Improvement Officer | Customer Contact Centre | Wellington City Council  
P (04) 499 4444 | W [Wellington.govt.nz](http://Wellington.govt.nz)

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If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.

On Sat, 17 Sep 16:02 , [REDACTED]@gmail.com> wrote:

Hi there. Recently Downer resurfaced parts of Wade Street. The flange on a water valve box has failed and it is almost certainly going to cause damage to a vehicle's tyres, as it is difficult to avoid that area when one vehicle is turning left into Roscoe Tce and another is turning right into Wade St.

Can you confirm WCC has arranged for the area to be isolated until there is a permanent repair?

Thanks

[REDACTED]



**From:** [REDACTED]  
**To:** [Civil Crew](#)  
**Cc:** [Operations](#) [REDACTED]  
**Subject:** FW: WO# 236190 35 Wade Street, Wadestown  
**Date:** Friday, December 16, 2022 9:35:00 AM  
**Attachments:** [image001.png](#)

---

Can you please prioritise this job

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Tuesday, 13 December 2022 8:32 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** WO# 236190 35 Wade Street, Wadestown

Morning [REDACTED]

I was wondering if you could please advise when WO# 236190 will be completed?

I have a customer wanting to know when the final reinstatement will be done.

Kind Regards,

[REDACTED] – Customer Resolution Officer  
Customer Experience Team



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](http://www.wellingtonwater.co.nz)

**From:** [REDACTED]  
**To:** [Civil Crew](#)  
**Cc:** [REDACTED]  
**Subject:** FW: [#SR-457149] Wade St & Roscoe Tce intersection  
**Date:** Thursday, November 3, 2022 12:50:00 PM  
**Attachments:** [IMG\\_1349.jpg](#)  
[IMG\\_1348.jpg](#)  
[IMG\\_1350.jpg](#)  
[IMG\\_1351.jpg](#)  
[IMG\\_1352.jpg](#)

---

Please let me know when this is booked in for

---

**From:** Customer Support Team <[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)>  
**Sent:** Tuesday, 1 November 2022 11:41 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** FW: [#SR-457149] Wade St & Roscoe Tce intersection

Kia Ora [REDACTED]

Are you able to provide a rough ETA on this one? Refer to WO-236190

Nga mihi  
[REDACTED]

---

**From:** Info at WCC <[info.atWCC@wcc.govt.nz](mailto:info.atWCC@wcc.govt.nz)>  
**Sent:** Monday, 31 October 2022 3:26 pm  
**To:** Customer Support Team <[customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)>  
**Subject:** Fwd: [#SR-457149] Wade St & Roscoe Tce intersection

Kia ora team!

The customer for this job has emailed through asking for an ETA on reinstatement. I realise an exact date may not be possible, but if you have a rough estimate and could send him a message that would be much appreciated.

Ngā mihi,  
[REDACTED]

Service Improvement Officer | Customer Contact Centre |

P 04 499 4444 [REDACTED] W [Wellington.govt.nz](http://Wellington.govt.nz)

PO Box 2199 Wellington 6140

On Sat, 17 Sep 4:02 PM , [REDACTED]@gmail.com> wrote:  
Hi there. Recently Downer resurfaced parts of Wade Street. The flange on a water valve box has failed and it is almost certainly going to cause damage to a vehicle's tyres, as it is difficult to avoid that area when one

vehicle is turning left into Roscoe Tce and another is turning right into Wade St.

Can you confirm WCC has arranged for the area to be isolated until there is a permanent repair?

Thanks















| 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   |
|---|----------------------|--------------|--|--|---------|----------|--------|------------------------|-------------------------|------------------------|------------------------|---|
| Roscoe Ter, Wadestown, Wellington, 6012 | WCCSR-469940         | WCC_PW056073 | Fault 20 Roscoe Terrace, Wadestown (ROVER) | <div>Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce.</div><div> </div><div> </div><div> </div><!-- RICH TEXT --> | Potable | 3        | CLOSE  | 10/11/2022 11:21:23 AM | 11/16/2022 11:38:55 AM  | 10/11/2022 11:21:41 AM | Note from Council      | Address:<br>ROSCOE TERRACE, Wadestown<br>Open in Google Maps:<br><br><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.2646984044599,174.7753915259499">https://www.google.com/maps/search/?api=1&amp;query=-41.2646984044599,174.7753915259499</a>        |
|   |                      |              |  |  |         |          |        |                        |                         | 10/11/2022 11:21:41 AM | Note from Council      | related to SR-457149  |
|   |                      |              |  |  |         |          |        |                        |                         | 10/27/2022 9:16:08 AM  | Assigned to 1man rover | Assigned to 1man rover <!-- RICH TEXT -->   |
|   |                      |              |  |  |         |          |        |                        |                         | 10/27/2022 9:19:00 AM  | emailed █              | emailed █ <!-- RICH TEXT -->  |
|   |                      |              |  |  |         |          |        |                        |                         | 10/31/2022 2:16:23 PM  | email received from █  | <span style="font-size:11.0pt;font-family:"Calibri",sans-serif;mso-fareast-font-family:Calibri;mso-fareast-theme-font:minor-latin;mso-ansi-language:EN-NZ;mso-fareast-language:EN-US;mso-bidi-language:AR-SA">█ will pull past and sort this out</span><!-- RICH TEXT --> |
|   |                      |              |  |  |         |          |        |                        |                         | 11/16/2022 8:13:31 AM  | top up temp seal       |   |
|   |                      |              |  |  |         |          |        |                        |                         | 11/16/2022 8:07:10 PM  | Note from Council      | Re-assigned by WCC  |
|   |                      |              |  |  |         |          |        |                        |                         |                        | Additional Notes       | Valve box is level with road surface, caller was concerned about the temp seal not being the correct sealer. I informed them that the surface would be reinstated properly with permanent seal by a proper team. Nothing further actioned                                 |

| Address                                     | Council Reference ID | Asset ID     | Work Order Summary                             | Job Details  | Water   | Priority | Status | Reported Date            | Completion/Closed Date |
|---|----------------------|--------------|--|--|---------|----------|--------|--------------------------|------------------------|
| 35 Wade Street, Wadestown, Wellington, 6012 | WCCSR-457149R        | WCC_PW056073 | Reinstatement: Fault 35 Wade Street, Wadestown | <div>CAR R892844 07/10/22 </div><div>Reinstatement Type<br>Required: <font<br>size="2"><b>Asphalt (Road)</b></font></div><div>Area/Size: <font<br>size="2"><b>1m2</b></font></div><div>Requirements: <font<br>size="2"><b>1 x 1</b></font></div><!-- RICH TEXT --> | Potable | 4        | CLOSE  | 10/4/2022<br>11:27:08 AM | 12/16/2022 2:45:24 PM  |

| 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   |  |
|---|----------------------|--------------|--|--|---------|----------|--------|-----------------------|-------------------------|-----------------------|--------------------------------------|---|--|
| 35 Wade Street, Wadestown, Wellington, 6012 | WCCSR-457149         | WCC_PW056073 | Fault 35 Wade Street, Wadestown                | <div>CAR R892844 07/10/22 </div><div>Valve block identified as needing repair/replacement prior to works. NOW urgent, </div><!-- RICH TEXT -->   | Potable | 2        | CLOSE  | 9/19/2022 8:31:22 AM  | 10/4/2022 11:26:48 AM   | 9/19/2022 8:31:34 AM  | Note from Council                    | Address: WADE STREET, Wadestown<br>Open in Google Maps:<br><br><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.264723988017714,174.7753424499069">https://www.google.com/maps/search/?api=1&amp;query=-41.264723988017714,174.7753424499069</a>  |  |
|   |                      |              |  |  |         |          |        |                       |                         | 9/19/2022 8:53:31 AM  | Note from Council                    | Looks like our Service Valve box is in poor shape and when Transport resurfaced, they did not let us know and therefore resurfaced around the damaged and potentially 'sharp' valve box. ██████████<br>Principal Advisor     Wellington City Council<br>M ██████████ E ██████████<br>██████████@wcc.govt.nz |  |
|   |                      |              |  |  |         |          |        |                       |                         | 9/19/2022 9:01:31 AM  | downgraded to a P2 as per ██████████ | downgraded to a P2 as per ██████████ <!-- RICH TEXT -->   |  |
|   |                      |              |  |  |         |          |        |                       |                         | 9/19/2022 9:02:29 AM  | called the customer                  | called the customer, he said it is becoming a safely issue, the toby lid is broken and sticking up <!-- RICH TEXT -->   |  |
|   |                      |              |  |  |         |          |        |                       |                         | 9/19/2022 9:02:41 AM  | Assigned to ██████████               | Assigned to ██████████ <!-- RICH TEXT -->   |  |
|   |                      |              |  |  |         |          |        |                       |                         | 9/19/2022 10:20:39 AM | Status Change to PAUSE               | Top valve block needs replacing. Traffic management required  |  |
|   |                      |              |  |  |         |          |        |                       |                         | 10/7/2022 11:45:36 AM | Note from Council                    | Closed by WCC   |  |
|   |                      |              |  |  |         |          |        |                       |                         | 10/7/2022 12:38:40 PM | CAR R892844 07/10/22                 |   |  |
|   | WCCSR-457149R        | WCC_PW056073 | Reinstatement: Fault 35 Wade Street, Wadestown | <div>CAR R892844 07/10/22 </div><div>Reinstatement Type Required: <font size="2"><b>Asphalt (Road)</b></font></div><div>Area/Size: <font size="2"><b>1m2</b></font></div><div>Requirements: <font size="2"><b>1 x 1</b></font></div><!-- RICH TEXT --> | Potable | 4        | CLOSE  | 10/4/2022 11:27:08 AM | 12/16/2022 2:45:24 PM   |                       |                                      |   |  |