

Thursday 8 February 2024

OIA IRO-560

Name: [REDACTED]

Email: [REDACTED]@xtra.co.n

Kia ora [REDACTED]

Official information request regarding leak outside 96 Mana Esplanade, Paremata.

Thank you for your official information request dated Sunday 17 December 2023.

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

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

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

Ngā mihi,

[REDACTED]

[REDACTED]

Head of Customer Experience

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www.wellingtonwater.co.nz

Our water, our future.

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
96 Mana Esplanade, Paremata, Porirua, Wellington, 5026	PCCSR.24921	PCC_PW016474	PAF: 96 Mana Esplanade Paremata, Porirua City 5026	<p><div>Water leak 96 mana esp Leaking toby</div><div></div><div>30/6/23 - Plans ordered 2233610 </div><div> 3/7 attached plans - awaiting power co</div><div></div><div>4/7 all plans attached</div><p style="color: rgb(255, 0, 0); font-family: Verdana; font-size: 12px; font-weight: 700; background-color: rgb(255, 255, 255);">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p><div>Caution: There is Core Network in the area provided on the plan(s).</div><p style="color: rgb(36, 36, 36); background-color: rgb(255, 255, 255); font-size: 11pt; font-family: Calibri, sans-serif; margin-top: 0px; margin-bottom: 0px;">CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSETS</p><p style="color: rgb(36, 36, 36); background-color: rgb(255, 255, 255); font-size: 11pt; font-family: Calibri, sans-serif; margin-top: 0px; margin-bottom: 0px;">Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.</p><p style="color: rgb(36, 36, 36); background-color: rgb(255, 255, 255); font-size: 11pt; font-family: Calibri, sans-serif; margin-top: 0px; margin-bottom: 0px;">If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig.</p><p style="color: rgb(36, 36, 36); background-color: rgb(255, 255, 255); font-size: 11pt; font-family: Calibri, sans-serif; margin-top: 0px; margin-bottom: 0px;">A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website.</p><p style="color: rgb(36, 36, 36); background-color: rgb(255, 255, 255); font-size: 11pt; font-family: Calibri, sans-serif; margin-top: 0px; margin-bottom: 0px;"><span style="border: 0px; font: inherit;</p>	Potable	3	JOBCOMP	6/30/2023 3:25:09 PM	12/20/2023 3:36:28 PM	6/30/2023 3:45:45 PM	Plans ordered 2233610	Plans ordered 2233610<!-- RICH TEXT -->

											11/29/2023 12:04:48 PM	update	will do a scope of works <!-- RICH TEXT ->
											12/5/2023 11:26:55 AM	email to customer	<p><p class="MsoNormal">Kia ora [REDACTED],</p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">Thank you for your email to Council regarding the leak outside 96 Mana Esplanade, Paremata.</p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">The leak outside 96 Mana Esplanade (PCCSR.24921) is classified as medium priority within a medium water loss zone. We note that planning is required as the leak is located on State Highway 59. Unfortunately it does not meet the urgent criteria which would allow us to work under emergency on a State Highway so we are unable to provide an ETA at this stage.</p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">We must prioritise where our crews go to make the best use of our resources and focus on fixing the biggest leaks that have the most impact on water supply. Many of which are underground and not easy to spot. The leaks that meet the criteria for 'urgent priority' leaks jump to the top of the list and are dealt with first. This means that small 'low priority' leaks such as a leaking toby will be deferred for attention later, when resources allow.</p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p>

												<p><p class="MsoNormal">More information regarding our prioritisation is available on our job status map: https://www.wellingtonwater.co.nz/resources/maps/job-status-map/.</p></o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">We appreciate this is a frustrating process, however if the leak worsens please let us know as we may be able to repair the leak under urgency. Photos and videos are always welcome as well. <o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">If you have any questions please let me know.</p></o:p></p><!-- RICH TEXT --></p>	
											12/14/2023 10:14:02 AM	Leak on service	Req dig up leak on service pass to crew with traffic transit rd. Leak is creating loud noise within house if leak can be looked at within the next week req markouts and standover 33kv power in area
											12/14/2023 10:20:52 AM	Req dig up leak on service 2man crew with traffic transit rd markouts standover req for power	





