


23 August 2024

OIA-728



Tēnā koe 

Response to your information request - Thorndon Quay

Thank you for your request of 3 August 2024 asking for the following:

data on all leaks, outages and any other pipe issues reported along Thorndon Quay for the last 10 years. Could you please provide for each incident the date, what type of event it was and the date it was fixed.

Your request is responded to in accordance with the Local Government Official Information and Meetings Act (LGOIMA – the Act) 1987. Please refer to the enclosed table.

Information from these documents has been removed that is out of scope of the request and also names, as allowed by section 7(2)(a) of the Act for privacy reasons.

In accordance with section 7(1) of the Act, we do not consider the withholding of information under section 7(2)(a) of the Act is outweighed by other considerations which render it desirable, in the public interest, to make that information available.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://www.wellingtonwater.co.nz/about-us/official-requests/official-information-act-responses/> with your personal information removed.

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.

If you wish to discuss this decision with us, please feel free to email us at official.information@wellingtonwater.co.nz

Nāku noa, nā



Head of Customer Experience
Customer Operations Group

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



/wellingtonwater



@wgtnwaternz & @wgtnwateroutage



@wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Created	Closed	Description	Leak Detail
7/23/2013 9:25:02 AM	7/30/2013 2:29:11 PM	W-P3 Minor Leaks	Sluice Valve leaking, valve marked
7/23/2013 9:26:22 AM	7/29/2013 12:33:26 PM	W-P3 Minor Leaks	Thorndon Green Nursery (unmetered). Unable to shut valve as toby box has collapsed. Kerb marked.
7/23/2013 3:02:46 PM	8/14/2013 9:17:08 AM	W-P3 Minor Leaks	Please investigate noise on water supply line to pumping station WWPS12, possible leaking pipe. Contact [REDACTED] [REDACTED] with results.
7/30/2013 1:30:03 PM	9/6/2013 10:13:09 AM	W-P3 Minor Leaks	service to mains leak
7/30/2013 1:30:49 PM	8/10/2013 7:09:04 AM	W-P3 Minor Leaks	service to mains leak
8/13/2013 2:13:55 PM	8/13/2013 3:05:32 PM	W-P1 No Water	noticed just now.
8/14/2013 2:20:43 PM	8/15/2013 8:17:29 AM	SW-P2 Non-Urgent Fault	public drain under the footpath causing the pipe to flood when water enters it building side. See Photos.
8/29/2013 11:32:50 AM	8/29/2013 5:25:09 PM	SW-P1 Urgent Fault	URGENT There is fuel running out of the Hirequip driveway and down the stormwater drain out toward the railway station
9/2/2013 12:44:49 PM	9/2/2013 3:53:22 PM	SW-P2 Non-Urgent Fault	tree roots in main blocking drains causing flooding.
9/9/2013 8:39:53 AM	10/2/2013 7:45:06 AM	SW-P1 Urgent Fault	Dirty water going into stormwater drain from a construction site here. From the Old Resene Store. Contractors onsite is Quality Demolishes - they are currently pumping grey dirty into kerb and channel
9/30/2013 10:35:29 AM	9/30/2013 11:52:43 AM	W-P1 No Water	no water on location site since 10:20am please attend
10/16/2013 2:03:23 PM	10/18/2013 8:49:31 AM	W-Toby Fault	Hi there We recently had a technician on site at the above address carrying out the Quadrennial Valve Overhaul on the Sprinkler System The sprinkler system in this building is connected to the town's main water supply system Our technician found that both of the Thorndon Quay town's main Toby valves for this building are full of sand and silt and cannot be used Can you please investigate and repair/clean out the town's main Toby valve as soon as possible Attached is a copy of the Water Supply Block Plan for 137 Thorndon Quay, Wellington If you have any questions please do not hesitate to contact me Regards
10/17/2013 3:08:49 PM	11/6/2013 8:29:45 AM	W-P3 Minor Leaks	water leak here
10/21/2013 9:35:28 AM	10/21/2013 10:05:52 AM	SW-P2 Non-Urgent Fault	Please dye test the council SW Mains on drive between fire station at 97 and 103 thorndon quay for leaks and they have problems with water going into their basement.
10/24/2013 12:32:57 PM	11/2/2013 11:29:13 AM	W-P1 Urgent Fault	Relates to 2191901- Please check second valve in question, only one valve was checked on first visit- Hi there We recently had a technician on site at the above address carrying out the Quadrennial Valve Overhaul on the Sprinkler System The sprinkler system in this building is connected to the town's main water supply system Our technician found that both of the Thorndon Quay town's main Toby valves for this building are full of sand and silt and cannot be used Can you please investigate and repair/clean out the town's main Toby valve as soon as possible Attached is a copy of the Water Supply Block Plan for 137 Thorndon Quay, Wellington If you have any questions please do not hesitate to contact me Regards
10/24/2013 3:01:18 PM	10/24/2013 3:38:54 PM	W-P3 Minor Leaks	Locate leak on fire service EM#[1898170] - do not delete this.
10/25/2013 11:48:26 AM	10/25/2013 12:38:03 PM	SW-P1 Urgent Fault	blocked drain on the street, Please attend before weather gets worse
1/6/2014 8:32:42 AM	3/20/2014 7:45:21 AM	W-Instructed Works	hydrant flushing for Thorndon
2/17/2014 11:49:20 AM	3/13/2014 10:45:26 AM	W-Toby Fault	Water meter needs raising. If required, please contact [REDACTED] [REDACTED] [REDACTED]
2/18/2014 2:00:45 PM	2/26/2014 1:53:12 PM	SW-Instructed Works	ATTENTION [REDACTED] N, please check stormwater mains in Mataroa and pipitea street to ensure they are sound.
2/20/2014 9:42:29 AM	2/20/2014 12:17:22 PM	W-Reservoir and Pump Station	Graffiti on the council pump station at this location.
3/11/2014 12:04:49 PM	3/18/2014 11:49:40 AM	WW-New Connections	New sewer connection.for Monday 17/03 If possible mid morning.
3/21/2014 2:02:30 PM	3/31/2014 3:53:04 PM	W-P3 Minor Leaks	Water is running running down hill behind the property into our carpark. Almost constant and seems to be a leaked pipe. Please assess.
4/1/2014 8:17:52 PM	4/8/2014 12:13:21 PM	W-P3 Minor Leaks	constant stream of water going upwards out about an inch out of the asphalt on the road. please attend
4/14/2014 4:13:40 PM	5/15/2014 1:17:07 PM	W-Toby Fault	Water seeping from toby box and handle is faulty
5/9/2014 9:46:49 AM	5/16/2014 7:29:13 AM	W-P3 Non Urgent Fault	Calling from Safari Consturction. A 50 mm public copper watermain appears to be damaged. This is no leak but Safari is going to working in the area on Tuesday 13th. They are worried that the pipe there is not going to last long term.
6/8/2014 11:53:29 AM	6/9/2014 11:45:20 AM	W-P1 No Water	no water, intermittently since Friday
7/10/2014 4:24:03 PM	7/22/2014 7:45:07 AM	W-Toby Fault	There are 3 tobys, 2 on footpath and 1 right of the station that feeds the fire hydrant. The 1 toby right of the right station wont shut off property. Please fix this toby.
7/24/2014 2:04:52 PM	7/24/2014 6:13:13 PM	W-P2 Major Leaks	Large leak on footpath, looks like a large burst
7/28/2014 8:25:20 AM	7/28/2014 9:41:35 AM	WW-P1 Blocked Sewer	Strong sewer smell coming from location site, no further instructions on location site please attend
9/17/2014 11:38:29 AM	9/17/2014 12:29:20 PM	SW-P1 Urgent Fault	URGENT Vehicle collission at this location and one vehicle has leaked a red fluid onto the road and into stormwater drain. Police are attending shortly.
9/17/2014 11:48:34 AM	9/17/2014 1:49:32 PM	W-P1 No Water	Toby handle is free-spinning. No water supply at present.
9/24/2014 12:25:30 PM	10/13/2014 3:09:54 PM	W-P3 Minor Leaks	large mains leak at the intersection of Davis Street and Thorndon Quay, It has been marked on the road. . This will require traffic control.
10/1/2014 8:47:53 AM	10/1/2014 10:25:27 AM	SW-P1 Urgent Fault	Water is coming down a driveway This was attended to by Council last year but looks to have burst again not sure if sewer or stormwater
12/12/2014 5:18:57 PM	1/7/2015 7:53:07 AM	W-Instructed Works	excavate to find out size & type of existing pipe & toby. call Glenn to confirm

1/12/2015 8:59:27 AM	1/12/2015 10:25:38 AM	WW-P1 Blocked Sewer	There is a sewerage main or substation of some description here and it smells very strong of raw sewerage. This has happened before and caller has rung council and we have sent drainage out to check.
2/25/2015 2:33:57 PM	2/26/2015 1:41:17 PM	W-Instructed Works	hydrant flushing
4/1/2015 9:48:00 AM	4/8/2015 9:28:43 PM	W-Instructed Works	Attention [REDACTED], please arrange to cut back existing 25mm gate valve on service ASAP to allow Mander plumbers to alter pipeline in front of new lift entrance ,(marked blue) under steel plate.
4/29/2015 9:32:15 AM	5/1/2015 2:05:32 PM	W-P3 Minor Leaks	Steady flow of water coming from footpath outside 188 Thorndon Quay Bed Stop, this is flowing onto the road, this appears to have been happening since Sunday 26 April.
4/29/2015 11:21:15 PM	5/11/2015 3:09:23 PM	W-P1 Urgent Fault	Lot of water coming out of pipe on the footpath outside Beds R Us.
7/13/2015 4:55:55 PM	7/15/2015 2:29:26 PM	W-Toby Locate	Requested a toby located and also would like the toby to be turned off in order to do some work at 8am tomorrow morning. Please assess
7/15/2015 8:30:04 AM	8/7/2015 3:45:24 PM	W-P1 Urgent Fault	[REDACTED] from City care called to advise that the fire hydrant outside this location is damaged. Advised that this is Urgent.
7/31/2015 3:50:02 PM	8/24/2015 7:32:37 AM	W-Instructed Works	Please remove Sensus miestream plus and fit magflow meter & cabinet,Exiting pipework requires reconfiguring to conform [REDACTED]
9/3/2015 6:37:53 AM	9/4/2015 10:57:40 AM	W-P1 Main Bursts	Burst water main outside Resene Paints. Lifting asphalt. Caller is a plumber who was contacted by a gym owner on Thorndon Quay who had no water in their gym
12/4/2015 4:32:17 PM	12/4/2015 7:21:09 PM	SW-P2 Non-Urgent Fault	Noticed over a period of time, on a daily basis, the water floods outside the pumping station on thorndon quay. Several times a day water goes up out of the drains and flow up along the gutters. Consistant even on sunny days like today. Quite a large amount, 4-5 times what his garden hose could pump through and is very unusual. Possible blockage. Please call.
12/8/2015 1:49:36 PM	12/21/2015 10:25:24 AM	W-Instructed Works	Leaking Toby
2/1/2016 8:55:51 AM	2/1/2016 10:00:49 AM	WW-P1 Blocked Sewer	stinky footpath. opposite 77 thorndon quay the footpath area smells like raw sewage. Location on Google Map: https://maps.google.com/maps?q=-41.2761392,174.7816387
2/1/2016 11:20:45 AM	2/3/2016 12:13:15 PM	W-Toby Fault	Water main valve by taxi stand is not opening, caller has requested someone to open please
2/3/2016 3:44:50 PM	5/6/2016 6:22:48 AM	WW-P1 Blocked Sewer	Opp 61 Thorndon Quay. o/s Gateway Plaza. Possible blocked sewer main here. There has been issues on the site before and they have been related to the main. Please call on arrival.
3/1/2016 2:33:58 PM	3/18/2016 10:09:19 AM	W-Toby Fault	Urgent: Toby wont shut off, needs to isolate the building for urgent repairs. Have explined current outages situation.
3/23/2016 12:30:41 PM	4/1/2016 12:01:21 PM	W-P3 Minor Leaks	WCC leaking valve. Photo attached.
3/29/2016 11:12:35 AM	4/12/2016 10:09:48 AM	W-Toby Fault	Water pouring out of toby. Minor leak.
8/17/2016 10:01:22 AM	8/17/2016 11:12:44 AM	W-P2 Major Leaks	Caller advised that in the car park next to the Wattyl paint building, there is a lot of water that is leaking out of the wall at the back of the car park. It is either a pipe in the wall or the leak is coming from the property behind behind. Caller advised that there is a lot of water and has been coming out for a couple of week. Please assess.
9/13/2016 8:38:36 AM	9/14/2016 11:11:30 AM	W-P3 Minor Leaks	There's a leak coming from a water main on the road at this address. There's a crack in ashphalt that the water is bubbling through. It's located next to a toby.
9/27/2016 8:26:50 AM	10/11/2016 8:25:45 AM	W-P3 Minor Leaks	Caller has reported a steady stream on the footpath by the intersection of Davis St and Thorndon Quay. The water is clear, and there is no odour. She is unsure of how long it might have been there for. Please assess and repair.
11/14/2016 1:47:35 PM	2/23/2017 4:49:26 PM	W-P3 Minor Leaks	Water 'gushing' out of the toby on the drive way at this location. Caller says its not crazy flooding but a lot of liters per minute.
11/21/2016 7:38:33 PM	11/23/2016 7:33:22 AM	W-P3 Minor Leaks	Minor leak from toby acors footpath, is also flowing back on to property
11/22/2016 10:58:59 AM	12/8/2016 1:34:05 PM	W-P3 Minor Leaks	Caller advised minor leak by path next to Wellington Beds. He is not sure where it is coming from.
12/2/2016 10:45:50 AM	1/12/2017 10:41:05 AM	W-P3 Minor Leaks	report of a leak coming up through the road seal here. cars driving over it make the issue worse, please attend and assess.
12/29/2016 9:25:42 PM	2/10/2017 12:33:52 PM	W-P3 Minor Leaks	damaged water pipe? Location on Google Map: https://maps.google.com/maps?q=-41.2722675,174.782636
1/26/2017 8:06:23 AM	2/10/2017 12:01:25 PM	W-P3 Non Urgent Fault	Locate for sluice valve. Called through by [REDACTED] from City Care. Can someone please attend and locate.
1/26/2017 11:08:07 AM	2/15/2017 9:41:22 PM	W-P3 Minor Leaks	Caller advised that they have a leaking toby in front of this address. Please assess.
2/8/2017 9:06:00 AM	3/21/2017 3:45:38 PM	W-P3 Minor Leaks	Water main leak in the car park at number 4789 next to pipetea marae at 49 Thorndon Quay. The sleuth valve is leaking out in the road by this car park. It has been marked WL. Opposite capital gateway car park if you're heading north out of town. Needs a TMP. It's not a large leak but difficult access.
2/14/2017 3:02:36 PM	2/15/2017 11:34:13 AM	SW-P2 Non-Urgent Fault	Please log to City Care hole in manhole lid. 13 Thorndon Quay
3/9/2017 12:10:30 PM	3/10/2017 1:05:23 PM	W-P3 Minor Leaks	Advised of leaking FH at this location. Please assess.
3/9/2017 2:45:03 PM	3/9/2017 3:13:21 PM	W-P1 Urgent Fault	Caller is reporting that the Fire Hydrant directly outside the entrance to the carpark at 258 Thorndon Quay is leaking water at a rapid pace. Would fill a kitchen sink in less than 5 minutes. Please assess.
3/9/2017 4:19:35 PM	3/14/2017 2:25:21 PM	W-Instructed Works	Small leak on Gate Valve marked in in the footpath. This is in front of the ramp going up behind the Capital Gate Way shopping Complex.
3/13/2017 11:33:24 AM	3/17/2017 11:46:03 AM	W-P3 Minor Leaks	The caller is from Hobson court body court. There's a water meter leak at this address for either water meter numbers - 062014643 or 3043390 teh caller isn't sure which one. This water meter serves 70 Hobson Street. Please assess.
3/14/2017 3:41:26 PM	3/14/2017 7:21:14 PM	WW-P2 Non-Urgent Fault	Terrible sewage smell coming from drains at entrance to capital gateway centre driveway
4/6/2017 9:37:46 AM	4/6/2017 12:09:12 PM	W-P1 No Water	Caller advised that water has been out completely since 9.20am. Business is Tactix
4/19/2017 11:32:22 AM	4/20/2017 8:45:24 AM	W-P3 Non Urgent Fault	Graffiti on a water meter.

4/20/2017 2:44:38 AM	5/9/2017 11:57:55 AM	W-P3 Minor Leaks	have noticed behind the building at 181 Thorndon Quay there is a lot of water constantly coming from a retainer wall behind Wattyl Paints. Is this of concern? It seems a waste of water, perhaps a pipe has broken. See photo link attached. Cheers
5/5/2017 9:47:20 AM	5/26/2017 3:01:21 PM	W-P3 Minor Leaks	Advised of water pooling out from this location. Please assess.
5/11/2017 7:17:32 PM	5/12/2017 1:21:50 PM	W-P3 Minor Leaks	water cascading from motorway onto pedestrian pathway
5/26/2017 4:57:37 PM	7/6/2017 7:17:26 PM	SW-Instructed Works	Drainage manhole lid missing middle section. Pass to drainage crew to investigate f3.1
6/2/2017 8:45:00 AM	6/2/2017 10:53:14 AM	W-Reservoir and Pump Station	Caller advised that there is water coming from the pump station and leaking onto the road. Please investigate.
6/11/2017 7:01:42 AM	6/21/2017 11:53:23 PM	W-P1 Urgent Fault	Outside 182 Thorndon Quay. Caller has advised that he is doing a pressure and flow test and can't turn the hydrant off and the water is gushing out.
6/14/2017 6:02:00 PM	6/15/2017 2:45:20 PM	WW-P1 Urgent Fault	Opposite 248 Thorndon Quay by the walkway. Caller advised that there is a bad smell of sewage on the pathway.
6/20/2017 4:38:02 PM	7/26/2017 6:53:09 AM	W-P2 Major Leaks	Advised of water pooling on edge of road, close to car park. Outside Caci clinic. Please assess.
7/11/2017 8:44:53 AM	7/11/2017 9:39:41 AM	W-P1 No Water	Caller advised that this property has no water. His neighbour has water. They have checked the toby and advised that it is fine.
7/17/2017 10:58:13 AM	7/18/2017 10:53:35 AM	SW-P1 Urgent Fault	sixteen letters of paint has spilt on the footpath and is being washed into the drain by rain, call is trying to contain spill.
7/24/2017 10:48:26 AM	7/31/2017 10:15:41 AM	W-Toby Fault	██████ is a plumber and is needing to fix a water leak at 204 Thorndon Quay. The handle of the toby is corroded and rusted and he is unable to turn it off. Please assess.
7/25/2017 9:12:43 AM	8/3/2017 10:18:11 AM	W-P3 Non Urgent Fault	Leak on road reserve bank that is starting to undermine the bank itself has been ongoing for a while possible private leak
8/26/2017 8:27:58 AM	9/7/2017 8:01:26 PM	W-P3 Minor Leaks	Caller advised that there is water coming out of the toby box in front of his work. It is pooling on the footpath and draining into the gutter. Please attend.
9/1/2017 3:40:06 PM	9/8/2017 7:01:20 AM	W-Toby Fault	called as the Toby outside 282 thorndon Quay which is target furniture will not turn off and they have a leak inside the building please attend.
9/5/2017 7:46:53 AM	9/30/2017 10:01:09 AM	W-P3 Minor Leaks	leak on the water service between the gate valve & meter on the footpath. Please arrange to repair. ██████
9/7/2017 11:55:43 AM	9/9/2017 9:33:10 AM	W-P3 Minor Leaks	There is a small amount of water coming up through two parking sensors outside this store. It is not a lot at the moment and they only just noticed it. From webmap the pipe from their toby to the main runs through the area described. Please attend.
11/7/2017 2:37:55 PM	12/29/2017 5:45:09 PM	SW-Instructed Works	Can you please send someone to the above properties to discuss the excessive water build up behind both. I have attached photographs for your ease of reference. Please let us know when you will have people on site so we can arrange for the building owners to be present.
11/27/2017 3:44:13 PM	12/18/2017 3:05:15 PM	W-P1 Urgent Fault	Plumber onsite advising broken council toby and gate valve needing repair. This is at wallace site. The toby is located under the Wallace construction building sign on the fence. Asked as Urgent because they need water onsite.
12/9/2017 4:09:10 PM	12/22/2017 1:13:13 PM	SW-Instructed Works	Quite a steady leak from a retaining wall from building next to callers
12/12/2017 9:47:06 AM	12/20/2017 5:21:08 PM	SW-P1 Urgent Fault	Civic contractors have cleaned the sump and the manhole but advised the blockage is between the manhole and stormwater drains at the sump pump house. Please asses.
12/16/2017 9:37:56 AM	12/20/2017 2:29:16 PM	W-P3 Minor Leaks	Water is leaking from some drains from wall by premises or retaining wall. Also water coming out of stormwater drain. All of this is by the Thorndon Pumping station. Signs on station say GWRC. They put caller through to Wellington City Council.
1/8/2018 6:48:11 PM	4/4/2018 10:05:14 AM	W-P2 Major Leaks	Large leak along Thorndon Quay by the Old Wool Shed. Is lifting the road and is running approx 10l per 10 sec
1/17/2018 4:14:19 PM	1/17/2018 8:00:12 PM	W-Water Restrictions/Wastage	Emailed reporting a leaking tap at the building site at 170 Thorndon Quay. Reported leaking all over the footpath.
1/24/2018 9:09:52 AM	1/30/2018 4:00:40 PM	W-P3 Minor Leaks	Hi team, spotted a couple of leaks on my walks over the weekend. Red dots mark the spot.
2/7/2018 9:17:14 AM	4/27/2018 2:57:44 PM	W-P3 Minor Leaks	Constant stream of water leaking out of the footpath and starting to pool.
2/12/2018 2:43:38 PM	2/27/2018 9:13:13 PM	WW-New Connections	New WW connection. Earthenware. 150ND/160OD. 150ND/160OD. Start date 16.2.2018 receipt: 9178253
2/12/2018 2:52:29 PM	6/12/2018 1:13:19 PM	SW-New Connections	New SW connection. Concrete. 225ND/250OD. 100ND/110OD. Start date 16.2.18 receipt 9178253
2/12/2018 2:59:46 PM	6/12/2018 1:13:21 PM	SW-New Connections	New SW connection. Concrete. 225ND/250OD. 100ND/110OD. Start date: 16.2.18 receipt 9178253
2/15/2018 10:30:26 AM	8/9/2018 8:17:19 AM	W-P2 Major Leaks	Push lock fitting on the Water meter is leaking badly in the drive way needs to be repaired. Location BLUE BOX IN MOTOR CROSSING 1M FROM KERB 12.5M FROM LH BOUNDARY
3/2/2018 8:03:30 AM	3/23/2018 1:13:09 AM	W-P3 Minor Leaks	Leaking water hydrant in the road outside the Citta store.
3/13/2018 12:28:40 PM	3/13/2018 2:10:39 PM	WW-P1 Urgent Fault	REFER 2660843 ██████ phoned advising this coned area is causing issues with people using the carpark. There is Freedom Furniture who are a large store with lots of customers. Advised the area is being coned and will be fixed soon. ██████ was advised it would be done sooner. ██████ threatened to go to the media if it was not repaired today.
3/14/2018 8:09:30 AM	3/21/2018 9:53:33 AM	W-P3 Minor Leaks	██████████ Leaking SV valve in the road by the carparks, Leaking valve has been marked.
3/19/2018 9:47:21 AM	3/22/2018 1:01:03 PM	SW-P2 Non-Urgent Fault	Blocked and corroded stormwater sump. Apparent continuous water draining across footpath. Field drains maybe required behind wall if water is ground sourced and sump may need upgrading to dual sump to cope with high leaf fall.
4/12/2018 11:20:25 AM	4/17/2018 9:33:20 AM	W-Instructed Works	Opposite side of 268. Missing SV lid in the road next to the other leaking SV. This is not far away from the Thorndon pumping station.
5/12/2018 9:03:46 AM	8/10/2018 10:49:11 AM	W-P3 Minor Leaks	Caller advised leak coming from road surface on Thorndon Quay at the intersection to Tinakori Rd. Caller advised water is flowing quite heavily, though not spurting just yet, Please assist.
5/19/2018 9:16:47 AM	5/19/2018 10:45:12 AM	WW-P1 Blocked Sewer	Outside 222 Thorndon Quay. Caller has advised that there is raw sewage coming out of a round service lid on the footpath. Caller could see toilet paper and it had a bad smell.
6/15/2018 7:47:35 AM	8/2/2018 3:05:14 PM	W-P3 Non Urgent Fault	Ground works have found that the Line valve is not working on 150 diameter pipe near 202. Caller said they need it repaired by Tuesday as they are planning to do work then.

7/27/2018 3:37:16 PM	9/14/2018 2:09:16 PM	W-P2 Major Leaks	B4UDIG 835110 02/05/18 Approval rec'd 05/06 expires 16/06, emailed Cubic Metre / Macca Emailed Wcc 01/06 for revised approval Tmp will expire 16/06, Rec'd Tmp / Tmd from Ems Emailed Ems 31/05 to supply another revised Tmp / Tmd, reason Approval put on hold by Wcc 24/05 wanting to know what work required Reinstatement Information Location : DrivewayType : Concrete Size (sq/m) : .5x.5Other Details : 194 thorndon Qy Road : OpenEMS PLANS ATTACHED 22/02/18 Pushlok fitting on the Water meter is leaking badly in the drive way needs to be repaired. Location BLUE BOX IN MOTOR CROSSING 1M FROM KERB 12.5M FROM LH BOUNDARY EM#[3405988] - do not delete this.
7/30/2018 1:13:47 PM	10/24/2018 2:29:17 PM	W-P3 Minor Leaks	B4UDIG 834534 23/03/18 - ASPHALT STILL REQ'D PLEASE 03/07 Approval rec'd 05/06 expires 23/06 emailed Cubic Metre / EMS Emailed Wcc 05/06 for extended approval, waiting on reply. Rec'd revised Tmp / tmd from EMS Never rec'd approval from Wcc, re-emailed EMS 05/06 to supply revised Tmp / Tmd waiting on reply Re-emailed Ems 07/05 waiting on reply Emailed Ems to supply Tmp / Tmd for reinstatement 24/04/18 waiting on reply RI ASSIGNED 23/03 - B4UDIG 834534 23/03/18 CONCRETE 1ST / THEN ASPHALT Reinstatement Information Location : Driveway Type : Asphalt, Concrete Size (sq/m) : 1x1 Other Details : 00 Road : Open URGENT EMS PLANS ATTACHED 08/03/18 . Council toby at northern end behind Early Settler. EM#[3407046] - do not delete this.
8/1/2018 6:12:54 AM	11/1/2018 9:33:25 AM	W-P2 Major Leaks	Caller reported that what appeared to be a patch applied has broken and he said there was a heck of a lot of water coming out at 262 Thorndon Quay.
8/24/2018 4:25:01 PM	8/24/2018 6:53:08 PM	WW-P2 Non-Urgent Fault	A sewage smell is coming from the manhole cover outside Early Settler. This has been going on a long time, it appears a pipe may be broken and raw sewage could be leaking out
9/9/2018 9:02:50 PM	9/14/2018 12:18:49 PM	W-P3 Minor Leaks	Running water outside the old pump station on Thorndon Quay op 268
9/16/2018 1:08:01 PM	10/16/2018 2:33:17 PM	W-P3 Minor Leaks	Caller has advised that there is water bubbling through the road. Close to car park bay number 4564.
9/16/2018 1:22:37 PM	9/18/2018 11:17:14 AM	W-P3 Minor Leaks	Water leaking out of a pipe that is showing through cracks in the road. Water is flowing into the gutter.
9/18/2018 8:00:01 AM	9/19/2018 11:41:12 AM	W-P3 Minor Leaks	5 meters from the under bridge for the motorway is a square service cover that has water slowly coming through.
10/2/2018 9:37:17 AM	12/5/2018 2:21:33 PM	W-P3 Non Urgent Fault	Can you please install a new Manifold, Meter & an as-built, Copy sent to Wellington Water.
10/26/2018 12:34:36 PM	3/15/2019 3:30:11 PM	SW-Instructed Works	6 inch SW drain with its inspection cap off spewing water down a retaining wall. Back boundary of the parking lot. There is a substantial amount of water coming out. Please assess. thanks
11/7/2018 8:37:59 AM	11/15/2018 10:37:10 PM	W-Instructed Works	GV large leak. Water can be seen swirling within the valve.
11/8/2018 2:16:31 PM	11/13/2018 8:57:17 AM	W-P3 Minor Leaks	Caller has located a minor leak from a toby at 133 Thorndon Quay. Please repair.
11/13/2018 5:25:40 PM	11/28/2018 9:21:26 AM	W-P3 Minor Leaks	Caller reported a bank which is leaking on Thorndon Quay. Caller reported that the leak was seeping and running onto the footpath. She said that its as near where Old Hutt Rd ends. Its near the fork where you can veer onto either Tinakori Rd or onto Old Hutt Rd. She said the area was becoming slippery and slimy as a result.
11/15/2018 4:21:14 PM	12/11/2018 10:49:51 AM	W-P3 Minor Leaks	Caller reports the toby in front of this property is leaking, not a major leak, has started this afternoon, water is flowing down the gutter.
11/18/2018 5:53:09 PM	2/14/2019 10:37:19 AM	W-P2 Major Leaks	Caller is walking by and has advised the water leak outside Bed R Us on Thorndon Quay has got a lot worse. Approx 100L per min
12/7/2018 7:19:06 PM	5/7/2019 8:01:13 PM	W-P2 Major Leaks	Coming up from the toby in the footpath outside the Wool Store in Thorndon Quay. Described as flowing like a tap on full.
12/13/2018 2:16:54 PM	12/27/2018 3:33:16 PM	W-P1 Urgent Fault	missing service value cover in road.
1/9/2019 9:07:14 AM	1/13/2019 1:17:06 PM	W-P3 Minor Leaks	
1/18/2019 8:12:32 AM	5/7/2019 8:37:56 PM	W-P3 Minor Leaks	Leak om road PS 182 Thorndon Qy
2/18/2019 9:18:57 AM	4/9/2019 9:13:22 AM	W-P3 Minor Leaks	Water leaking and ponding more or less OP 278 Thorndon Qy around the footpath. Seems strange to have water when we have no significant rain for weeks.
3/2/2019 10:10:04 PM	3/2/2019 11:37:10 PM	WW-P1 Urgent Fault	Pump station in front of location has a very bad odour coming from it. Please investigate.
3/6/2019 2:21:53 PM	3/7/2019 5:09:10 PM	SW-Instructed Works	need sump unblocked next to Pump Station as water is flowing from kerb somewhere, pass to drainage dept then let water team know ref 3578667-2767983
4/4/2019 11:56:09 AM	4/8/2019 1:33:22 PM	W-Toby Fault	Toby OS Sport Wellington has cover broken and is exposed. Is right at the entrance of the shop, can this be fixed asap.
4/9/2019 12:45:10 PM	4/9/2019 3:17:40 PM	W-Dirty Water/Bad Taste, Odour	Caller reports that the toilets in this building are flushing with dirty water. Have not noticed anything with water taps, caller states, the filters that are in taps may be preventing it from appearing in tap water. This began happening after Downers did some work outside the building fixing some dips in the footpath.
4/24/2019 10:08:03 AM	5/9/2019 11:31:00 AM	W-P3 Minor Leaks	Caller reports a leak that looks to be coming from a building at this address
4/25/2019 3:26:29 PM	5/7/2019 5:05:19 AM	SW-P2 Non-Urgent Fault	water bubbling up by a manhole cover near 188 Thorndon Quay from the footpath and the water is running down into the drain. Please assess. thanks
5/7/2019 7:57:12 PM	5/7/2019 8:05:14 PM	W-P2 Major Leaks	RI ASSIGNED 10/1218 - CAR [REDACTED] 08/03/19 Emailed Cubic / Atms 12/03 Tmp Expires 28/03 Reinstatement Information Location : Footpath, Driveway Type : Asphalt, Concrete Size (sq/m) : 4sqm Other Details : Woolstore Road : Open Coming up from the toby in the footpath outside the Wool Store in Thorndon Quay. Described as flowing like a tap on full. EM#[3643415] - do not delete this.
5/7/2019 8:33:23 PM	5/17/2019 5:17:11 AM	W-P3 Minor Leaks	1 RI ASSIGNED 23/01/19 - CAR [REDACTED] 29/01/19 Reinstatement Information Location : Road Type : Asphalt Size (sq/m) : 1x1 Other Details : F Road : Open PLANS ATTACHED 18/01/19 Leak om road PS 182 Thorndon Qy EM#[3643428] - do not delete this.
6/28/2019 2:28:53 PM	6/28/2019 4:05:18 PM	WW-P2 Non-Urgent Fault	Customer advised that the manhole outside the fire station needs to be replaced.

7/12/2019 2:28:15 PM	12/11/2019 8:57:47 AM	Leaky Connection/Meter/Toby	would like to report a leak from the water meter at the above property, the meter is located around the corner in Davis St 2013; photo below. This has previously been dug up and repaired by council / Wgtn Water (within the last 12-months) and is now leaking again.
7/22/2019 4:46:25 PM	8/1/2019 3:51:11 PM	Leaking Pipes	Caller advised major leak from walkway under the motorway overbridge between 243 and 257 Thorndon Quay. Please assist.
8/12/2019 10:34:31 AM	10/3/2019 1:49:53 PM	Leaky Connection/Meter/Toby	Pipe attached to motorway is leaking fluid. Two separate leaks in this location. In between them is a piece of white foam and a stick. On the ledge nearby is a tree stump. This info might help you locate the leak in case it is not leaking when someone looks at it.
8/14/2019 1:36:44 PM	10/25/2019 1:35:01 PM	Major Burst or Breakage	manhole lid is broken needs to be repaired or replaced please log to Wellington Water
9/27/2019 11:18:57 AM	11/18/2020 2:00:48 PM	Fault	Segmented type manhole cover has segment missing, requires repairing.
10/21/2019 11:07:07 PM	10/25/2019 9:13:43 AM	Loss of Service	Te Puna Reo Child Care Centre has no water. Is not on site to check toby.
12/10/2019 4:36:10 PM	1/21/2020 2:16:39 PM	Leaky Connection/Meter/Toby	This is at the bottom of the walkway between Thorndon Quay and Tinakori Road. It has been in this condition at least a year and today I saw someone slip on it. It's slimy and dangerous and needs fixing. Location on Google Map: http://maps.google.co.nz/?q=-41.2693330444761,174.78097034862&z=19
1/6/2020 8:41:18 AM	2/14/2020 1:40:49 PM	Fault	Caller advised that a manhole cover had come loose on the road in this area, it was still in place, but had popped up a bit. Please attend.
1/12/2020 10:20:07 PM	4/17/2020 3:51:46 PM	Leaky Connection/Meter/Toby	water gushing out of water manhole.
1/28/2020 12:00:24 PM	7/7/2020 9:44:56 AM	Blockage - Significant	Caller is a builder working on a retaining wall at this property and noticed water seeping through the dirt. They know there is a sewer pipe nearby and there is a massive pohutukawa tree in the area whose roots could be affecting it. Please attend.
1/31/2020 2:03:31 AM	4/3/2020 7:34:10 AM	Leaky Connection/Meter/Toby	Ref 2815322 would like to report a leak from the water meter at the above property, the meter is located around the corner in Davis St .This has previously been dug up and repaired by council Wgtn Water within the last 12-months and is now leaking again. Notes on this request advises 101219 - Inspected site, no visible leak Further email from Just following up the above job. It was first logged in July 2019, late September 2019 I received a phone call from Wellington Water advising the job will be completed the following night that is now 3 months ago and it has not been completed and no further update. I believe this is a sizable leak so the amount of wasted water is likely to be significant, I would appreciate and update with a realistic date this will be completed.
2/5/2020 8:09:29 AM	2/5/2020 9:41:30 AM	Odour/Foul Air	Caller advised there was a smell of sewage coming from the drainage park opposite 77 Thorndon Quay.
2/11/2020 9:38:43 PM	4/16/2020 3:22:03 PM	Fault	Kind of water related, its actually a road hazard. The concrete surround on the fire hydrant is badly smashed by all the crappy 4wds on our roads. needs fixing as its a hazard to those using smaller wheeled transport like bikes , e-scooters or motorcycles Very difficult to see in the wet , nearly came off my bike the week before last .
3/11/2020 9:07:51 AM	3/11/2020 1:50:42 PM	Blockage - Significant	OP 77 Thorndon Quay, outside Babycity at Capital Gateway. Strong smell of sewerage coming from manholes. Been ongoing for last few months. Please investigate
3/25/2020 5:57:25 PM	4/9/2020 10:55:55 AM	Leaky Connection/Meter/Toby	Water leak coming from the road flowing down the street.
4/9/2020 12:19:31 PM	4/9/2020 2:47:15 PM	Leaking Pipes	Caller is concerned with water spilling from behind metal area of footpath and spilling out into gutter. The leak is located near Bus Terminal Platform B outside the Railway Station near where the Rongotai and Lyall buses depart from. Caller stated that leak has been ongoing for over a month, though has gotten noticeably worse in recent days. He estimates that the water would fill a 10L bucket in two minutes. Please investigate.
4/26/2020 8:33:38 AM	4/28/2020 9:39:46 AM	Leaking Pipes	Caller advised that there is water gushing out of the road next to a fire hydrant outside this address.
5/28/2020 8:56:16 AM	4/29/2021 7:38:49 AM	Blockage - Significant	Caller advised what appeared to be raw sewage was coming out of a manhole cover on the corner of Tinakori and Thorndon.
6/10/2020 10:04:31 AM	6/17/2020 8:47:45 PM	Leaky Connection/Meter/Toby	Drains from beside building puddling and flowing over footpath Some moss buildup under water.
6/10/2020 10:19:57 AM	6/11/2020 10:43:35 AM	Major Burst or Breakage	Caller advised manhole WW033556 at 1 Thorndon Quay at the bottom of the stadium access ramp is upturned, is currently coned off. Please assess
6/22/2020 2:12:03 PM	6/23/2020 12:01:04 PM	Blockage - Significant	The caller says that the sewer is blocked at the mains. He says that it is surcharging up through a manhole in a storage room at Adairs shop. Please assess
6/22/2020 2:22:09 PM	6/22/2020 11:19:01 PM	Blockage - Significant	Caller advised the sewer in the street is blocked and sewage is slowly flooding out the back area of this property. Please attend and clear.
6/22/2020 7:23:17 PM	6/23/2020 1:14:13 PM	Leaky Connection/Meter/Toby	Looks like a water leak Location on Google Map: http://maps.google.co.nz/?q=-41.2760213793542,174.781774512172&z=19
6/23/2020 4:32:47 PM	7/13/2020 7:37:12 AM	Fault	Sanitary survey of Davis St stormwater catchment initiated in response to two consecutive readings above the 1000 consent limit.
7/1/2020 1:48:51 PM	7/3/2020 2:39:48 AM	Leaking Pipes	<div>CAR R687456 - 9/7/20 - NB </div><div>Badly leaking Toby outside plumbing shop Location on Google Map: http://maps.google.co.nz/?q=-41.270928,174.7819455&z=19 </div><!-- RICH TEXT -->
7/21/2020 5:56:50 PM	8/10/2020 7:59:48 AM	Leaky or Faulty Connection/Meter/Toby	Hi there, We seem to have water steadily flowing from one of the drain covers at 262 Thorndon Quay, opposite the thorndon pump station.

10/11/2020 3:17:33 PM	10/14/2020 12:23:57 PM	Leaking Pipes	Steady flow - Leaking toby Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s).
10/14/2020 8:01:46 AM	10/14/2020 10:15:42 AM	Leaking Pipes	Steady flow - Caller reporting a couple of little fountains of water coming up through the footpath near the bus stop at 162 Thorndon Quay. Please attend.
11/11/2020 12:30:56 PM	11/13/2020 7:37:40 AM	Lid Missing/Loose/Broken	Hydrant lid has collapsed. Severe danger to road users.
11/19/2020 2:35:38 PM	1/20/2021 7:09:01 AM	Leaking Pipes	CAR [REDACTED] 20/01/Trickle - Caller advised water leak coming up through footpath between the toby and water meter outside 133 Thorndon Quay. Please attend to assess - Plans attached, CITYLINK, VOCUS AND VECTOR IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).Caution: There is Core Network in the area provided on the plan(s).
12/3/2020 4:06:50 PM	12/21/2020 9:18:17 AM	Leaky or Faulty Connection/Meter/Toby	Company is Arthur D Riley's they have a private water leak. They have tried to turn the water off at the toby but the toby is broken. Can this be sent to Wellington Water please. They called earlier this week and apparently Downer's showed up but the toby is still broken so not sure what happened after that. Contact details [REDACTED] 12 [REDACTED] Plans attached, CITYLINK, VOCUS AND VECTOR IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).Caution: There is Core Network in the area provided on the plan(s).
2/4/2021 7:23:19 PM	3/9/2021 3:28:54 PM	Locate Asset	Hi, We want to request to shut-off the street valve on this site so we can replace the main stop valve of the sprinkler system on this site. Please advise us once the street valve is shut-off so we can schedule our work. If possible to attend this as soon as possible as per our client request.
2/17/2021 5:02:14 PM	3/31/2021 6:15:16 PM	Leaking Pipes	< - Caller advised that a leak coming out of a crack in the ground outside 167 Thorndon Quay.</div><div>22/02 Service plans ordered 24/02/21 [REDACTED] - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s)Caution: There is Core Network in the area provided on the plan(s).
2/19/2021 4:04:14 PM	11/24/2021 10:11:36 AM	Leaking Pipes	Trickle - Water floods most of the time all over the footpath. Outside wellington beds24/02 Service plans ordered class="MsoNormal">01/03/21 [REDACTED] - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). >Caution: There is Core Network in the area provided on the plan(s). >24/9 [REDACTED] - Awaiting [REDACTED] responseJob on hold: Notes as per [REDACTED] 54B Hobson has a private leak. The leak noise has been consistent on their manifold on my 3 visits. I have marked the black box lid with a blue cross. New job logged for 54B Hobson St refer internal w/ord 105384, Hobson St has been emailed and assigned to Tech advisor to follow up on private leak
3/5/2021 2:57:19 PM	8/20/2021 2:12:08 PM	General Fault	24/08 CAR [REDACTED] Caller advised the lid for toby outside the Drug Detection Agency building at Thorndon Quay is uneven. She has tripped on it this morning as stood on the edge as she was walking and it tipped the lid up. Callers name is [REDACTED] and can be contacted on [REDACTED] please attend</div><div> </div><div>08/03 plans ordered 12/03/21 [REDACTED] - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s)Caution: There is Core Network in the area provided on the plan(s)
3/23/2021 3:05:21 PM	6/21/2022 2:32:13 PM	New Connection	Disconnection for 172 Thorndon Quay
3/25/2021 11:05:20 AM	3/25/2021 1:55:48 PM	Reduced Service	Low pressure or reduced flow - Water pressure at 186 Thorndon Quay very low. Has service to ground floor. Please attend and contact [REDACTED] on [REDACTED] [REDACTED], or [REDACTED]
3/25/2021 3:05:23 PM	3/26/2021 5:54:10 PM	Leaking Pipes	Trickle - Water leaking from manhole cover. Please assess.
4/9/2021 8:19:41 AM	4/10/2021 10:47:59 PM	Lid Missing/Loose/Broken	Caller reported that a manhole cover located on the footpath outside 181 Thorndon Quay is broken and is a major trip hazard for pedestrians. Please attend and repair asap. Contact [REDACTED] on [REDACTED] if you require further info.

4/15/2021 8:42:54 AM	4/15/2021 8:46:36 AM	Instructed Works	olor: rgb(31, 73, 125);">for the flush and test of turbidity or the turbidity at the sample tap site at the 97 Thorndon Quay @ Fire Station WEL002WE. Closest asset number WCC_PWP070162Results of flush & test conducted 13/04/2021 15:00hrs
4/21/2021 10:10:21 AM	6/9/2021 10:36:49 AM	Leaking Pipes	Trickle - Persistent water leak at Thorndon pumping station30/04 - Plans attached. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(sCaution: There is Core Network in the area provided on the plan(s
4/29/2021 8:49:20 AM	4/29/2021 12:32:10 PM	Leaking Pipes	Steady flow - Water flowing from person hole cover
5/7/2021 4:19:17 PM	5/7/2021 5:31:18 PM	Lid Missing/Loose/Broken	Logged for reattendance, this is not a council asset, however we need to follow up to make this safe. Caller reported that a manhole cover located on the footpath outside 181 Thorndon Quay is broken and is a major trip hazard for pedestrians. Please attend and repair asap. Contact on if you require further info
6/8/2021 1:27:24 PM	6/8/2021 2:48:12 PM	Loss of Service	Complete loss of water - Caller advised the water went off completely at this (commercial) address half an hour ago. Please attend and fix.
6/9/2021 10:47:21 AM	6/9/2021 4:24:19 PM	Leaking Pipes	Investigated on ref: WCCSR-148964. Per - Blocked drain, pass to drainage. Trickle - Persistent water leak at Thorndon pumping station30/04 - Plans attached. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s Caution: There is Core Network in the area provided on the plan(s)
6/10/2021 8:44:21 AM	4/5/2023 12:13:22 PM	Leaking Pipes	CAR N/A investigation only Trickle - Thorndon pumping station has been leaking water over the footpath of Thorndon Quay for weeks
7/21/2021 1:11:22 AM	8/16/2021 2:50:55 PM	Leaking Pipes	Trickle - Behind building at 177 Thorndon Quay Leaking water.
8/16/2021 2:51:44 PM	9/20/2021 8:59:29 AM	Seepage	Chlorine test came back negative, have also been up to street above and listened on Assets as well as 117 no noise detected on any. Passing to drainage might be a private drainage issueEMAILED 21/9, WAITING ON REPLY
8/17/2021 2:37:25 PM	10/1/2021 1:37:16 PM	General Fault	Originally logged to road and footpath maintenance under SR-219587: service cover needs to be replaced, please attend. Address: 181 Thorndon Quay, Pipitea, Wellington 6011, New Zealand Latitude: -41.2721255, Longitude: 174.7819368 Google Link: http://maps.google.co.nz/?q=-41.2721255,174.7819368&z=19 Contractors advised: FH have attended and made safe – pleased log to WW for repairs
8/18/2021 9:20:23 AM	8/18/2021 4:34:51 PM	General Fault	CAR R799180 24/08/21 from Zip Plumbing advised a colleague at this building is reporting multiple sinkholes opening up on the road, with water coming out. Possible mains burst? Please attend ASAPPlans attached, mark outs were ordered for crew to carry out work SAP out PO 244468 Vacuum excavate to expose burst & repair PO244960
8/19/2021 3:41:21 PM	8/23/2021 12:50:02 PM	General Fault	Related to 222428. Please log this job with customer details below and video attachment. 154 Thorndon Quay, Pipitea P3 as this has already passed. Stormwater flooding from the August/July storms. Please assign to he knows it's coming.

10/6/2021 2:11:21 PM	1/11/2022 10:36:52 AM	Leaking Pipes	>NEED TEMP SEAL PHOTO WITHOUT KEY IN PLACE PLSE 05/01/22 ALOS EMAILED ATMS TO SUPPLY CORRECT TMD SETUPCAR R829015 05/01/22 >Trickle - Leaking water Toby box Address: 202 Thorndon Quay </div><div>6/10 MW - Plans ordered WAITING ON GAS PLANS, VECTOR AND CITYLINK IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan (s08/10/21 █ - Gas plans rec'd, All Plans attached,
11/10/2021 11:53:21 AM	2/21/2022 8:13:46 AM	General Fault	CAR R825779 09/12/21 APPROVED UNTIL 28/02/2022>*Note as TMP end date not written - TMP approved inline with WAP until 28/02/2022Caller advised that there are two large round manhole covers in the road (southbound) that have sunk into the tarmac by about 8cm. They are in the path of vehicle tyres and give cars quite a jolt when they are driven over (which is pretty unavoidable). Please attend █ PO263984
11/15/2021 8:55:21 AM		New Connection	New Connection for 172 Thorndon Quay- SR 479825- Contact person █ - Thanks Team :)
11/15/2021 9:12:21 AM		New Connection	New Storm water- SR 279825- Contact person █ - Thanks team :)
11/23/2021 6:22:22 PM	12/13/2021 4:14:31 PM	Leaking Pipes	14/12/21 CAR R826650 Gushing - Caller advised that there is water leaking out from the road and the road is starting to sink. █ PO 256701
12/10/2021 11:31:22 AM	1/28/2022 2:37:45 PM	General Fault	Large pothole forming on northbound lane, on the edge of the cycle lane. Fulton Hogan have attended and made safe by spray painting the pothole but advised it is up for WW to repair.
12/23/2021 11:32:21 AM	1/10/2022 1:54:18 PM	Instructed Works	Caller is involved in construction at 172 Thorndon Quay and requires a mark out of the 150mL main between 172-174 on the north side of the street, Additionally they would like a mark out of the 100mL service off the 150mL main - they think it is on the boundary, but they have to disconnect it so need to make sure. Caller advised that this would ideally be attended on or before 10/01/22, as this is when they are due to disconnect. Please contact █ to confirm attendance on █ LD █ 262007
1/13/2022 8:31:28 AM	1/13/2022 10:52:06 AM	Loss of Service	Complete loss of water - No water in apartment G103B at Stadium Garden Apartment. Caller is unsure if the whole building is out or just him SAP PO 260065
2/8/2022 7:21:24 PM	2/9/2022 3:28:05 PM	Leaking Pipes	22/02/2022 CAR R839506 Gushing - water leak on the road, forming pothole on the southern lane on the lefthand wheel track close to VTNZ and Beaurepaires █ PO263935
2/26/2022 4:43:21 PM	3/4/2022 9:01:25 AM	Reduced Service	RELATED TO CAR R841359 04/03/22 - JOB REF SR-319796, ALL WORK CARRIED OUT ON PIPITEA ST (255, 255, 0Low pressure or reduced flow - no water to apartment, and there is a manhole cover spilling out water of Davis and Thorndon Quay
3/7/2022 9:30:28 PM	4/11/2022 2:31:22 PM	Leaking Pipes	Trickle - Outside VTNZ on Thorndon Quay, Pipitea Description: Water steadily coming out from water access hole cover. Has been since 7:40am this morning when I first noticed it. Other comments
3/8/2022 6:35:28 PM	3/24/2022 10:06:39 AM	Leaking Pipes	CAR R844064 10/03/22 Trickle - Customer has advised that there is a leak coming out of a Toby please access9/3 SD - Ordered urgent plans 1989855 Plans attached - POWERCO, NOVA ENERGY NOT ATTACHED Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s). Our records show that there are Vector fibre cables within the work area you have identified
3/16/2022 9:22:21 AM	3/16/2022 11:46:11 AM	Leaking Pipes	Gushing - Caller advised while works were underway contractors tried to access the plumbing and there has been a wastewater burst from the main which has overflowed and is now in the street █
3/17/2022 12:36:23 PM	4/1/2022 10:52:41 AM	Leaking Pipes	CAR R849843 04/04/22 Steady flow - There is a water leak outside the plumbing. It may be the hydrant line currently refer to the image where are car is parked on top of it. Quite a lot of water is coming out</div><div>18/03 █ ordered Plans 199480518, █ AI - Plans attachedCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s). >VECTOR AND VOCUS IN AREA
4/8/2022 11:36:21 AM	5/23/2022 8:49:47 AM	General Fault	Huge pot hole - I was driving along Thorndon Quay last night, and went in to a pot hole. There was a loud bang and I thought I had popped a tyre. On closer inspection this morning, my two passenger side wheels have been damaged. The hole obviously needs filling, but can you tell me how I can claim to get my wheels repaired? Thanks Relog to Wellington Water from roading as this is a WW reinstatement, CAR R826650DO NOT CLOSE THIS JOB UNTIL REINSTATEMENT IS COMPLETED

4/13/2022 11:55:25 AM	8/18/2023 6:54:48 AM	Leaking Pipes	Trickle - Water leak undermining the footpath and vehicle accessway. Can see pcv pipe through cracks in concrete. Hole in footpath has been patched by transport but the leak needs attention otherwise footpath and vehicle crossing may collapse255, 255, 0);">Drainage investigation on WCCSR-363706-1
4/27/2022 2:01:25 AM	10/6/2022 11:52:57 AM	General Fault	Location: 157 Thorndon Quay Description: We have been asking council to sort the water coming down the bank for some years. This is now affecting two buildings . Our building 157 Thorndon Quay and the neighbouring building immediately to the south 153 Thorndon Quay. The issue source seems to be unknown, Is it run off /spring /leaking stormwater/leaking council water main.? Please investigate behind these buildings urgently, water is starting to enter on occasion under our building and is actually constantly entering next door . They have also made numerous requests29/04 Spoke to and this is a water issue.
5/3/2022 2:57:13 PM	9/7/2022 8:09:35 AM	Asset Condition Assessment	Confined space investigation arising from Murphy Street storm event emergency works investigationsHydrotech PO272689
5/18/2022 2:38:29 PM	7/4/2022 10:10:12 AM	Instructed Works	Trickle - Water leak undermining the footpath and vehicle accessway. Can see pcv pipe through cracks in concrete. Hole in footpath has been patched by transport but the leak needs attention otherwise footpath and vehicle crossing may collapse Citycare notes: 28/4: This needs further investigation to why the ground is sinking across the front of the building. Needs leak detection to check area , there is also a large sewer main in the 300 mm pressure pipe in the footpath . This looks like It could be a large void along the front of the building
6/9/2022 9:55:24 AM	8/2/2022 10:14:24 AM	General Fault	CAR R876867 02/08/22 Water meter cover too low. Please raise
6/9/2022 3:03:25 PM	2/13/2023 8:44:39 AM	Leaky or Faulty Connection/Meter/Toby	CAR R924612 Says that the plumber has found the toby but they can't turn the water off. Please assess13/06-AI-Plans ordered 14/6/22 - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s)VOCUS CABLES IN AREAVECTOR ENERGY IN THE AREA
6/16/2022 10:11:23 PM	12/14/2022 8:45:02 AM	Leaking Pipes	Trickle - Broken/leaking damaged? water pipes - possibly slow water leak coming from underneath Wellington Electricity historic substation, resulting in pedestrian footpath damp.(about half size of a wheelbarrow). Address: Thorndon Quay opposite Tinakori Road
8/1/2022 6:46:23 PM	2/26/2023 7:04:41 PM	Leaky or Faulty Connection/Meter/Toby	Type: water Hi, The water toby outside 257-261 Thorndon Quay (outside Ramset) cannot be fully turned off. The plumber came out and said to contact WCC-Wellington water for repairs. You can contact me on before 3pm on Wednesday the 3rd as I'm going away, otherwise see the contact box for the guy who is covering me. many thanks 3/8/22 - Plans ordered 2065673 4/08 attached all plans Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s). </div><!-- RICH TEXT -->
8/4/2022 11:58:22 AM	8/4/2022 1:53:48 PM	Leaking Pipes	Gushing - Caller has advised that there is waste water leaking on to the road please attend

8/15/2022 4:50:22 PM	11/18/2022 3:16:14 PM	Leaking Pipes	21/10/2022 CAR R896518 - Approved 14/11/22 - 30/11/22Gushing - Caller has advised that there is waste water going across the footpath. The blockage has been backing up into the building Please contact [REDACTED] on [REDACTED] for more information please attend Drain Dr PO286331 Attend to a blocked sewer lateral. Met [REDACTED] onsite ran Drainage machine down from the pvc access point to clear the blockage. Checked with camera all the way down to the council main and found broken pipe. Ran jet flusher down to clean the line and quickly checked with camera to make sure. Cleaned up and disinfected the areaJ-22948a Blocked council sewer main [REDACTED] 15/08/2022, Travel, Labour and Drain Machine 21/10/2022 [REDACTED] - Plans ordered - >Drain Dr 294856 Attend to a blocked sewer lateral. Met [REDACTED] onsite, ran drainage machine via PVC access point to clear the blockage and remove sanitary products, put down 4" cutter and 3 cables to ensure line clear. Cleaned up and disinfected the areaJ-23717a Flush & unblock Sewer lateral [REDACTED] 19/10/2022
10/17/2022 9:28:34 AM	10/17/2022 11:23:56 AM	Leaking Pipes	Gushing - Wastewater leak coming from Hobson St and leaking into their car park. Please contact [REDACTED] for more information please access
10/18/2022 10:35:24 AM	9/28/2023 11:53:05 AM	General Fault	Location: 157 Thorndon Quay Description: We have been asking council to sort the water coming down the bank for some years. This is now affecting two buildings. Our building 157 Thorndon Quay and the neighbouring building immediately to the south 153 Thorndon Quay. The issue source seems to be unknown, Is it run off /spring /leaking stormwater/leaking council water main.? Please investigate behind these buildings urgently, water is starting to enter on occasion under our building and is actually constantly entering next door. They have also made numerous requests ESCALATION - DO NOT CLOSE. REFER TO RESOLUTION TEAM [REDACTED]
10/19/2022 9:54:21 AM	11/16/2022 1:24:54 PM	Leaking Pipes	Steady flow - Type: water Three water leaks on the footpath, underneath the motorway overpass Address: 4 Thorndon Quay, Pipitea, Wellington, 6011, NZL Latitude: -41.27722593369846, Longitude: 174.78074178099635 Incident Address: 4 Thorndon Quay, Pipitea, Wellington, 6011, NZL25/10 [REDACTED] - Plans ordered 2110530 10 [REDACTED] Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s).
10/21/2022 7:00:27 AM	2/13/2023 8:04:24 AM	Leaky or Faulty Connection/Meter/Toby	CAR R924488 leaking toby Address: 34-56 Thorndon Quay, Pipitea, Wellington 6011, New Zealand Latitude: -41.27599499999999, Longitude: 174.7824333 Google Link: http://maps.google.co.nz/?q=-41.275995,174.7824333&z=19 Phone: [REDACTED] /12/22 [REDACTED] Ordered plans 2134834 13/12 [REDACTED] - New plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s) May be after hours due to businesses
11/9/2022 10:07:21 AM	11/25/2022 2:29:10 PM	General Fault	Water assessment 1182852 (2); meter 9721359; 157 Thorndon Quay, Pipitea 6011 Thorndon Quay Holding Ltd The Meter Reader could not get a reading for October 2022 has advised on notes a new meter 19A716606 we do not have the as built for this new meter please send us the as built so we can add the new meter details on the system Meter location : "1.1m from l/s bdy in f/p on left bdy Old meter 9721359 new meter 19A716606
11/13/2022 2:30:21 PM	11/16/2022 9:03:02 AM	Leaking Pipes	16/11/22 CAR R902487 Steady flow - Leak from pavement outside garage 15/11 AS - Plans ordered 2122229
11/15/2022 9:58:24 AM	2/3/2023 8:59:39 AM	Leaking Pipes	Steady flow - Water leaking out of footpath, in two places, near water toby 15/11/22 nb plans ordered - Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s).
11/30/2022 12:10:26 PM	1/11/2023 3:13:55 PM	Lid Missing/Loose/Broken	There's a manhole cover that has sunk in by about 10cm - it's extremely dangerous for motorbikes and scooters travelling in the middle of the road. Please could you go and take a look to leave it out?
12/12/2022 2:03:37 PM	12/14/2022 10:35:29 AM	Lid Missing/Loose/Broken	CAR R910923 28/12/22 >Failed manhole cover needs to be lifted - please attend
12/22/2022 1:30:25 PM	5/8/2023 10:53:51 AM	General Fault	Plastic rectangular Water cover damaged and cracking. Holes trip hazard - please attend.
12/29/2022 5:46:39 PM	1/18/2023 9:33:37 AM	General Fault	CAR R913964 19/01/23 5/1 [REDACTED] - This is at the northern end of Thorndon Quay, #257 is under the SH 1 overbridge, near businesses Zenith and Ramset - as per Google Maps

1/3/2023 12:46:22 PM	2/21/2023 1:08:13 PM	General Fault	On the footpath the water toby cover has gone missing - causing a tripping hazard. Can we please fix this. [REDACTED]
1/9/2023 4:47:25 PM	3/24/2023 10:34:29 AM	Lid Missing/Loose/Broken	Lamp hole lid in footpath missing. has been coned off but needs replacement lid.
1/9/2023 9:50:25 PM	3/28/2023 10:15:16 AM	General Fault	Type: roads Small manhole cover keeps lifting partially out of the hole in the pavement causing a trip hazard. Address: 107 Thorndon Quay, Pipitea, Wellington, 6011, NZL Latitude: -41.27500833810085, Longitude: 174.78340217691007 Incident Address: 107 Thorndon Quay, Pipitea, Wellington, 6011, NZL [REDACTED] Phone: [REDACTED]
1/16/2023 6:27:21 PM	3/24/2023 9:53:28 AM	General Fault	Water leak coming out of metal fixture called did not wish to leave details 20/01-[REDACTED]-Plans ordered < [REDACTED] - All Plans attached - VOCUS & NOVA GAS IN AREA: There is High Capacity and/or Fibre Network in the area provided on the plan(s): There is Core Network in the area provided on the plan(s) Nova Energy has a high pressure gas main and/or service in at 259 Thorndon Quay Pipitea Wellington (Nova Energy gas main runs along opposite footpath then crosses Thorndon Quay to Hobson St Walkway, Gas main is not within overhead highway structure--- Plan attached
2/3/2023 9:03:43 AM	2/3/2023 11:33:45 AM	Loss of Service	Complete loss of water - Caller advised they have had a complete loss of water at 77 Thorndon Quay. Please attend.
2/14/2023 9:33:25 AM	6/15/2023 1:48:01 PM	Leaky or Faulty Connection/Meter/Toby	Broken water cover leaking 14/2 [REDACTED] Plans ordered 2161494 15/02 RCW - Plans attached - Awaiting Powerco Gas plans Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s).
2/22/2023 2:51:21 PM	5/30/2023 8:23:08 PM	General Fault	water leak from side of pump station and clogged drainage
3/24/2023 10:29:21 AM	3/27/2023 12:05:36 PM	Lid Missing/Loose/Broken	Job raised as per [REDACTED] Job description from WCCSR-546311 Lamphole lid in footpath missing. has been coned off but needs replacement lid.
3/29/2023 12:56:38 PM	4/4/2023 9:24:18 AM	Instructed Works	Replacing manhole cover
4/13/2023 1:18:23 PM	7/4/2023 3:16:51 PM	Lid Missing/Loose/Broken	Water meter box cover is degraded, replacement requested. Located outside of the lighting shop on Thorndon Quay 13/4 [REDACTED] ordered plans 2192350 - assign out as soon as attached 17/04-[REDACTED] Plans attached Caution: There is a High Capacity and/or Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s) VOCUS IN AREA

4/21/2023 10:42:24 PM	12/28/2023 9:18:35 AM	Leaking Pipes	<p>CAR R995202 12/01/24 > [REDACTED] Leak detection services have identified a service to main leak on the 22/03/2023 @ 7 LPM Located on the road but not visible Footpath and road marked, LEAK BETWEEN 250-258 THORNDON QUAY Video received 08/12: https://youtu.be/vabP3II5T2U 21/04/2023 [REDACTED] - I have ordered the plans - 26/04/2023 [REDACTED] - I have attached the plans Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p> <p>Caution: There is Core Network in the area provided on the plan(s) Nova Energy has a high pressure gas main and/or service in at 258 Thorndon Quay Pipitea Wellington Please find attached a copy of Nova Gas for the above location</p> <p>These drawings have been issued for planning purposes only.
If your works are in the area of our network then no physical work may be carried out in the vicinity of the Nova Gas pipeline without a &quot;mark out&quot; and prior completion on site of a third party works agreement form All Mark outs and Stand overs must have a minimum of 48 hours notice before the mark out and/or stand over is required</p> <p>26/04/2023 [REDACTED] - I have assigned a 2 man Crew McGinty Tow ON#345802 [REDACTED] ON#346126</p>
5/4/2023 2:50:03 PM	5/16/2023 2:56:29 PM	Leaky or Faulty Connection/Meter/Toby	<p>"Meter Inquiry" Assessment no: 1184214 - Meter reader: 37589235 [REDACTED] 257 Thorndon Quay, Pipitea 6011 MR indicates a leak at the above mentioned address but gave no further details. also this is giving the reads as really high consumption for the customer can this meter please be checked for a leak Location: Shell Thorndon*f/p..Aluminium Lid (Round) Meter Notes: Legal Description: Shell Thorndon PLEASE SEND ANY CORRESPONDENCE TO [REDACTED] last read 31/03/2023 5639</p>
5/30/2023 3:07:31 PM	7/10/2023 2:47:00 PM	Leaking Pipes	water leak from side of pump station and clogged drainage</ Jason water csays storm water drain blocked
7/10/2023 2:13:21 PM	7/10/2023 3:33:09 PM	General Fault	Customer has called back through after being advised to run the tap for 20 mins, to counter the dirty water issue. Unfortunately the entire hotel is still experiencing dirty water, including guests rooms. Please assess urgently.
7/17/2023 10:32:24 AM	7/17/2023 3:41:02 PM	Odour/Foul Air	Sewage Smell at Capital Gateway Rotten Sulphuric smell coming from the grates in the ground.
8/23/2023 10:13:22 AM	11/24/2023 4:32:09 PM	General Fault	Water running all over the footpath outside 177 Thorndon Quay, Pipitea. Please assess >30/8 [REDACTED] ordered plans 2265562 9/1 [REDACTED] attached plans Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s)
9/12/2023 7:35:22 PM	9/13/2023 2:43:23 AM	Odour/Foul Air	Strong smell of leaking sewage, this area has had major sewage leaks before and it appears to be present again.

9/29/2023 5:47:22 PM	4/18/2024 11:11:28 AM	General Fault	<p>CAR R1018812 Leaking toby. Water coming up about 1cm into the air3/10 - Plans ordered 22850886/10 KT - Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p> <p>Caution: There is Core Network in the area provided on the plan(s) Leak detection survey identified and marked a leaking hydrant in the road on 6/09/2022. 0.5 not visible. 13/10/2022 - Ordered Plans 26/10/2022 - Plans Attached ;">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s)29/11/23 - Assigned to as per email to the hub dated 23/11/23. Kia ora Can you please assign WO 372327 to (SC GPFR 1.007). They are already doing work in this area (#s 250 and 258 Thorndon Quay) so include this work. - 13/03 call from customer advising water leak in front of the property footpath is the problem there is a Kindy next door and next to the Kindy is VTNZ , H&S issue footpath has become quite slippery. kids have slipped a few times. asked to send photos and videos which he will do14.03 Customer called: 9-10 litres of water per minute, creating a smell, health and safety issue</p>
11/20/2023 4:47:21 PM		Locate Asset	<p>Hi Wellington Water,</p> <p>Can you confirm what water meters are located at 240 Thorndon Quay Pipitea 6011 and 242 Thorndon Quay Pipitea 6011? Can you supply photos and confirm the location details?</p> <p>We currently have at 240 Thorndon Quay as the below; Account 1182689 meter id 29472328 2MC 262-Thordon Location: Securacopy In Mens toilet</p> <p>Thanks</p>
1/11/2024 8:51:23 PM	3/5/2024 11:06:46 AM	Leaky or Faulty Connection/Meter/Toby	<p>Hi Wellington City Council,</p> <p>Our plumbers recently went to 143-147 Thornton Quay as it is leaking into one of our tenancies Soundline. The leaks are starting to come up through the slab in their stock room so now they've had to move all of their contents out and pray that the leaks do not get any worse.</p> <p>In order to find any potential leaks, our plumbers put a camera down all pipes and they couldn't see issues. This concludes that there is a burst council water main somewhere.</p> <p>I spoke to Canape next door (and their building owner) and they've done the same thing and have found no internal source of leaks and their plumbers came to the same conclusion. Their plumbers believe the source of the leak is coming from Hobson Street.</p> <p>Would it be possible to launch an investigation into this because if the water keeps rising, both Canape and Soundline will have to be vacated.</p> <p>Any updates on this would be greatly appreciated.</p> <p>Kind regards26/01 - Plans ordered - 233985730/01 - Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s)</p>
1/30/2024 8:24:21 PM	3/8/2024 2:35:47 PM	General Fault	<p>There is water pouring down the bank behind Cityfitness gym. The back carpark and bike park is a bog. It is slippery and dangerous right up to the gym entrance. There is gallons of water pouring through the carpark even on sunny days. Hundreds of people access the gym everyday. This is an enormous waste of water as well as a HSE issue. This requires urgent attention #353146 #353634 #354598</p>

2/7/2024 1:54:21 PM	2/7/2024 2:49:39 PM	General Fault	Manhole on car park discharging SW or WW 75 Thorndon Quay outside City Fitness customer contact [REDACTED]
2/10/2024 10:43:22 AM	2/15/2024 12:31:21 PM	Locate Asset	Need the toby located and turned off. It is underneath ramp over the footpath and can't be located. Water is leaking in three shops. Believe the toby is outside 243 suite 3. Water is coming out the front door.
2/15/2024 1:45:23 PM		General Fault	"Meter inquiry" Assessment : 1182678 (1) Meter : 29472325 Celebration Fellowship Trust 246 Thorndon Quay, Pipitea 6011 The meter reader has indicated on their report for the Feb 2024 water readings "dirty dial meter cover is scuffed and dials are hard to read can this meter please be checked so we can get a reading for future reads Meter location: CELEBRATION Cleaners Room - CONTACT: [REDACTED] - [REDACTED] Meter Notes: IF NO READ OBTAINED HERE EMAIL OPTION ACCEPTED - EMAIL [REDACTED] Last read taken 15/02/2024 read 10307
2/15/2024 1:48:21 PM		General Fault	"Meter inquiry" Assessment : 1183608 (7) Meter : 1564173 Megan [REDACTED] 243 Thorndon Quay, Pipitea 6011 The meter reader has indicated on their report for the Feb 2024 water readings meter "Buried" can this meter please be checked so we can get a reading for future reads Meter location: BLACK F/P BOX 8M FROM LH BOUNDARY 2.4M FROM KERB Last read taken 02/02/2024 read 395
2/18/2024 9:30:22 PM	2/20/2024 3:05:08 PM	General Fault	RELATED TO CAR R995202 Leak at 258 Thorndon Quay has got suddenly worse. It is gushing at several times a tap on full and 30 cm in the air
4/8/2024 1:42:21 PM	6/10/2024 10:29:11 AM	General Fault	Water leaks appearing behind building again, coming from street above [REDACTED]
5/3/2024 6:57:26 AM	5/3/2024 11:52:01 PM	General Fault	CAR R1022020 Water gushing out of footpath in 2 areas about 15cms3/05 [REDACTED] ordered plans 2392458 </div><div> 3/5 Plans attached CBCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s).<
5/7/2024 3:12:25 PM	5/8/2024 7:48:53 AM	Fault - Third Party Damage	downers have hit copper service
5/14/2024 8:11:23 AM	5/17/2024 12:55:00 AM	Leaking Pipes	CAR R1025569 water leak in the left-hand lane5 metres in the wheel tracks, inch from the road surface, and then flowing down, can see the water flowing, enough to make a splash sound, cant estimate the flow rate, concern there will be a big pot hole in the middle, [REDACTED] [REDACTED] href="https://youtu.be/VSO60G3n2xA" target="_blank">https://youtu.be/VSO60G3n2xA - 16/5 16.05 BW - urgent plans ordered 2400538: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s)
6/12/2024 12:55:51 PM		Lid Missing/Loose/Broken	12/06/24 - [REDACTED] - Sluice valve lid missing
6/13/2024 2:27:23 PM		New Connection	It is not 100% clear on the form where these are to be submitted to, so please find attached applications to swap water meters at 2 of our buildings. Hopefully one of these addresses is correct and not, are you able to please forward. We are hoping to get these meters changed prior to 1 July. Please let me know if you require any more information.

6/24/2024 8:07:58 AM	7/9/2024 3:15:02 PM	Leaky or Faulty Connection/Meter/Toby	24/06/24 - [REDACTED] - [REDACTED] have identified a service leak on 28/03/24 @ 9 LPM. Leak is visible, located on footpath. Service next to new. (no photos provided) 24/06/24 - [REDACTED] - Plans ordered - [REDACTED] - Has attached plans class=" Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) Caution: There is Core Network in the area provided on the plan(s)
7/2/2024 2:22:25 PM		General Fault	I am writing (I called and was told this was the best way to lodge this issue with you) regarding my building at 282 Thorndon Quay (Wellington Design Library) We had a blocked drain which has now been rectified, however, as per the email below from Capital Construction, who carried out the works this week, there appears to be collapsed earthenware pipes out under the footpath. Please could you read the email below and get back to me with the correct course of action as these drains will continue to block and we are open to the public so need to have a working bathroom.
8/5/2024 11:14:36 AM	8/8/2024 1:25:43 AM	Leaky or Faulty Connection/Meter/Toby	CAR R1043814 Water leak coming from underneath new road Address: 238 Thorndon Quay, Pipitea, Wellington 6011 7/8 [REDACTED] ordered plans 2444680 >07.08 [REDACTED] Attached all plans style="font- Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s)
8/12/2024 12:01:21 PM		General Fault	"Meter inquiry" Assessment : 1182904 (1) Meter : 94D001240 121 Thorndon Quay, Pipitea 6011 121 Thorndon Limited The meter reader has indicated on their report for the AUG 2024 water readings the meter reader has noted new meter installed about 20 feet above ground cant see dials also this meter has not had consumption for a long time can this please be checked. Meter location: Cnr Davis/Thorndon Quay* Cov c/pkg Area un Plate Meter Notes: Legal Description: Cnr Davis And Thorndon Quay Last read taken 09/08/2024 read 3220
8/12/2024 12:19:30 PM		General Fault	"Meter inquiry" Assessment : 1183608 (7) Meter : 1564173 243 Thorndon Quay, Pipitea 6011 [REDACTED] The meter reader has indicated on their report for the AUG 2024 water readings the meter reader has noted box sealed by new concrete path cant open box can this please be checked. Meter location: BLACK F/P BOX 8M FROM LH BOUNDARY 2.4M FROM KERB Last read taken 09/08/2024 read 469
8/12/2024 8:02:23 PM	8/12/2024 8:46:21 PM	General Fault	Commercial Building: Wellington Design Library. Toilets blocked and overflowing. Contact Name: [REDACTED] Contact Number: [REDACTED] Caller advised that they have had a private plumber come out before and fix the problem but have been advised that there were problems with the council pipes causing the blockage.
8/13/2024 4:17:21 PM		General Fault	Customer reports blocked toilets at Wellington design library. This job has been previously resolved (#SR-996061) but toilets remained blocked hence new ticket. A plumber has advised the blockage is caused by council pipes. Please attend.

8/16/2024 10:14:27 AM		General Fault	<p>"Meter inquiry"</p> <p>Assessment : 1182825 (8)</p> <p>Meter : 12A040703</p> <p>258 Thorndon Quay, Pipitea 6011</p> <p>Paulemas Properties Limited</p> <p>The meter reader has indicated on their report for the AUG 2024 water readings this meter has Super high consumption I have sent out a high consumption letter to the ratepayer and attached the photo of this current reading can this meter please be checked for leaks and high usage thanks</p> <p>Meter location: FRONT OF PROPERTY RHS OF ENTRANCE ABOVE GROUND NEXT RPZ</p> <p>Last read taken 14/08/2024 read 8661</p>
8/16/2024 12:43:21 PM		Leaky or Faulty Connection/Meter/Toby	<p>16/08/24 - KS [REDACTED] have identified a hydrant leak on 05/08/24 @ 1 LPM. Leak not visible, passing hydrant on road.</div></p> <p>16/08/24 - [REDACTED] - Plans ordered</p>
8/16/2024 12:51:39 PM		Leaky or Faulty Connection/Meter/Toby	<p>16/08/24 - [REDACTED] - [REDACTED] have identified a toby leak on 05/08/24 @ 2 LPM. Toby on footpath, leak not visible. </div></p> <p>16/08/24 - [REDACTED] - Plans ordered</p>