

Friday 11 August 2023

OIA IRO-460

Name: [REDACTED]

Email: [REDACTED]@aainsurance.co.nz / [REDACTED]@aainsurance.co.nz

Kia ora [REDACTED]

Official information request regarding Blocked Drain – Wellington Water Reference: SR715819.

Thank you for your official information request dated Thursday 13 July 2023. You requested a copy of your investigations report or any information confirming the cause of the blockage that resulted in damage to 43 Severn Street, Island Bay, Wellington.

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

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

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

Ngā mihi,

[REDACTED]

Acting Group Manager, Customer Operations Group

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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
45 Severn Street, Island Bay, Wellington, 6023	WCCSR-715819	WCC_WW012501	Blockage 45 Severn Street, Island Bay	<p>Caller advised of a blocked council sewer main at 45 Severn St. Wastewater is coming out. Needs to be attended.</p> <p>P1 duplicate notes 43 Severn - Caller has advised that there is a overflow from the sewer going into her property and has called a plumber and he has advised that there is a blockage down on council pipe, sewer in coming out under house and through the shed and pumping back out to the street need a clean up crew please access</p> <p>Drain Dr PO323934</p> <p>DD-1255a Jet Flush</p> <p>Attend to a blocked council sewer main. Met Wgton Water boys onsite ran jet flusher downstream from the manhole to clear the blockage and pulled back tree root. Ran jet flusher back and forth to make sure. Cleaned up after job done.</p> <p>23/06/2023, Travel, Labour and Jet Flushe</p>	Wastewater	1	PRECLAIM	6/23/2023 1:18:21 PM	6/24/2023 6:35:51 PM	6/23/2023 1:18:33 PM	Note from Council	Address: 45 SEVERN STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34107274691728,174.76774251925548
										6/23/2023 1:22:32 PM	Note from Council	Called through to Wellington Water
										6/23/2023 1:25:34 PM	left a vm for the customer - knowledge the job - let them know i would get crew	left a vm for the customer - knowledge the job - let them know i would get crew
										6/23/2023 1:31:30 PM	Assigned to	Assigned to
										6/23/2023 1:33:26 PM	P1 duplicate notes 43 Severn	<p>P1 duplicate notes 43 Severn - Caller has advised that there is a overflow from the sewer going into her property and has called a plumber and he has advised that there is a blockage down on council pipe, sewer in coming out under house and through the shed and pumping back out to the street need a clean up crew please access</p>
										6/23/2023 3:20:05 PM	Unblocking ww main.	Arrived onsite. Spoke to the customer about issue and they said h2O had been there and said the council main was blocked. We checked the main and found that it was running fine. But we dye tested the main and the dye started coming out of gully at 45 Severn where it was overflowing. We then proceeded to rod the main but we were unable to hit the blockage. We then called drain doctor to come flush the main and they cleared the blockage which was caused by tree roots. We then cleaned up the overflow and disinfected the site. Main is now running fine. No issue noted, job done.

										6/23/2023 4:51:37 PM	Clean up	We have organised for the call out crew to come and suck up the rest of the overflow with Dawson's.
										6/27/2023 7:39:36 PM	Note from Council	Closed by WCC

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
43 Severn Street, Island Bay, Wellington, 6023	WCCSR-715823	No Asset Selected	Blockage 43 Severn Street, Island Bay	Caller has advised that there is a overflow from the sewer going into her property and has called a plumber and he has advised that there is a blockage down on council pipe, sewer in coming out under house and through the shed and pumping back out to the street need a clean up crew please access	Wastewater	1	CLOSE. DUP	6/23/2023 1:24:21 PM	6/23/2023 1:36:49 PM	6/23/2023 1:24:32 PM	Note from Council	Address: 43 SEVERN STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3410053807811,174.76786283400168
												<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora [REDACTED]</p> <p>Thank you for reporting this water and drainage issue to us.</p> <p>The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.</p> <p>If you need more information including when this fault will be repaired please call Wellington Water on 04 912 4470 (Monday to Friday 7am – 5pm) or email customer@wellingtonwater.co.nz</p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>
										6/23/2023 1:25:31 PM	Note from Council	Called through to WW
										6/23/2023 1:31:57 PM	Duplicate of WCCSR-715819	Duplicate of WCCSR-715819<!-- RICH TEXT -->
										6/23/2023 1:36:48 PM	Called the customer - knowledge her job and advised her this is a duplicate and crew are going	Called the customer - knowledge her job and advised her this is a duplicate and crew are going out to this address. <!-- RICH TEXT -->
										6/23/2023 1:43:34 PM	Note from Council	Re-assigned by WCC