

5 February 2024

OIA IRO-545



Tēnā koe

Official information request regarding a leaking fire hydrant outside 69 Manners Street (Ref: OIA IRO-545)

Thank you for your information request to Wellington City Council regarding a leaking fire hydrant outside 69 Manners Street. The aspect below of your request was partially transferred to Wellington Water on 14 December 2023 under the Local Government Official Information and Meetings Act 1987 (the Act):

• requesting all correspondence and communication regarding the leak.

We have considered your request in accordance with the Act and decided to grant your request in full.

As part of Wellington Water's proactive leak detection survey work, we found a water leak outside 69 Manners Street, Te Aro on 3 October 2022. However, the first reported job about this leak by a member of the public was on 7 February 2023. Both jobs and the other related service requests for this address are in the attached Service Request Data.

In response to your request please find enclosed the following documents:

- 1. Service Request Data
- 2. Planned Water Leak Repair & Road Closure 67 Manners Street, Te Aro which shows the recent stakeholder communications on the planned works.

Relevant information from the document titled 'Planned Water Leak Repair & Road Closure - 67 Manners Street, Te Aro' is being released to you as an excerpt, as provided for under section 15(1)(e) of the Act.

Some information within these documents has been redacted under section 7(2)(a) of the Act to protect the privacy of natural persons.

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



Group Manager Customer Operations
Customer Operations Group

Service Request Data - OIA IRO-545 Job Sheet

	Council							Reported	Completion/Closed			
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date	Entry Date	Work Log Summary	Work Log Detail
69 Manners Street, Te Aro, Wellington, 6011	WCCSR-583054	No Asset Selected	Fault 69 MANNERS STREET, Te Aro	water leaking from fire hydrant	Potable	3	CLOSE. DUP	2/7/2023 8:51:47 AM	2/7/2023 1:40:06 PM	2/7/2023 8:51:56 AM	Note from Council	Address: 69 MANNERS STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=- 41.29074749690562,174.77643538391965 Address:
											1/08/	69 Manners Street, Wellington 6011, New Zealand Open in Google Maps: https://www.google.com/maps/search/?api=1&query=- 41.29082969999932,174.7763340999971
									andMe	2/7/2023 1:41:52 PM	Duplicate of WCCSR-582309	<pre>[9:07 am] Geordi Prestidge Duplicate of WCCSR-582309- cancel and relate style="margin-top: 0px; margin-bottom: 0px;"> /span><p-<df> - RICH TEXT></p-<df></pre>
										2/7/2023 1:44:34 PM	Note from Council	Re-assigned by WCC
	WCCSR-623247	No Asset Selected	Fault 69 Manners Street, Te Aro, Wellington 6011, New	Water is leaking out of the ground constantly.	Potable	3	CLOSE.	3/23/2023 8:25:21 PM	3/27/2023 2:24:03 PM	3/27/2023 2:23:56 PM	Duplicate of WO-239206 cancel and relate	Duplicate of WO-239206 cancel and relate RICH TEXT
			Zealand						de	3/27/2023 2:29:34 PM	Note from Council	Re-assigned by WCC
	WCCSR-648643	No Asset Selected	Fault 69 Manners Street, Te Aro, Wellington 6011, New	leaking fire hydrant	Potable	3	CLOSE.	4/13/2023 8:58:21 AM	4/14/2023 2:55:52 PM	4/14/2023 2:55:50 PM	Duplicate of WCCSR-621291	Duplicate of WCCSR-621291 RICH TEXT
			Zealand							4/14/2023 2:59:41 PM	Note from Council	Re-assigned by WCC
	WCCSR-690703	No Asset Selected	Fault 69 MANNERS STREET, Te Aro	Water leak coming out of a Fire Hydrant please access	Potable	al Govern	CLOSE. DUP	5/3 (/2023 7:47:27 AM	5/31/2023 3:19:20 PM	5/31/2023 7:47:59 AM 5/31/2023 3:19:16 PM	Note from Council Duplicate of WCCSR-621291	Address: 69 MANNERS STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.290747496856284,174.7764353871165 Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora (10) Thank you for reporting this water and drainage issue to us. The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them. 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 Ng? mihi Customer Services Wellington City Council Duplicate of WCCSR-621291 RICH TEXT
	WCCSR-739649	No Asset Selected	Fault 69 MANNERS STREET, Te Aro	<pre><div>Water leaking from toby.</div><div> </div><div> <642745078 04 </div><!-- RICH TEXT</pre--></pre>	Potable	3	CLOSE. DUP	7/16/2023 1:17:22 PM	7/17/2023 4:52:33 PM	7/16/2023 1:17:33 PM 7/17/2023	Note from Council Cancelled. Duplicate of WO-239206.	Address: 69 MANNERS STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=- 41.290747496856284,174.7764353871165 Cancelled. Duplicate of WO-239206. RICH TEXT
										4:52:26 PM 7/17/2023	Note from Council	Re-assigned by WCC
										4:56:39 PM	0.000-0.000000-0.00000-0.000000-0.000000	Medical State Control and Control Cont
	WCCSR-770180	No Asset Selected	Fault 69 MANNERS STREET, Te Aro	Water leaking from Fire Hydrant. Please assess	Potable	4	CLOSE. DUP	8/21/2023 10:01:21 AM	8/23/2023 11:51:59 AM	8/21/2023 10:01:35 AM	Note from Council	Address: 69 MANNERS STREET, Te Aro Open in Google Maps:

Address		Council							Reported	Completion/Closed			
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Company Comp											8/21/2023 10:50:40 AM	Note from Council	Howdy team, this should have been recorded as a System Fault.
No Code 1992-200 No Asset General											8/23/2023	Duplicate for WO-239206	Duplicate for WO-239206, which is an internal job within WWL. If
NOCCH-19488 No Award Salesheed Paul SE MANNESS STREET, Provider was: Poulary No. Common No. Common Poulary No. Common No. Aman Poulary No. Common No. Common Poulary No. Common											11:51:30 AIVI	081	to be assisted. Job WCCSR-770180 to be cancelled and
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Than you for richer or distance places but of. The page for richer of distance places but of. The page for richer of distance places but of. The page for richer of distance places are consisted being of the page of the pag		WCC3N-794300	NO Asset Selected		111 water leak.	Fotable	3	DUP	7:03:21 PM	9/0/2023 4.34.30 FW	7:03:33 PM	Note from Council	complaints after initial report to council.
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WCCSR-855227 No Asset Selected Fault 69 MANNERS STREET, Te Aro Note from Council 11/9/2023 1					TEXT>								
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Te Aro Hydrant on Manners Street (halfway between Cuba and Victoria Streets) DUP 1:50:29 PM 1:50:39 PM 69 MANNERS STREET, Te Aro Open in Google Maps: https://www.ncpen.com/maps/search/?api=1&query=-41.290747496856284,174.7764353871165 11/9/2023 1:50:39 PM Note from Council 1. 69 Manners Street Wellington - Leaking Fire Hydrant on Manners Street (halfway between Cuba and Victoria Streets) 2. Manners Street (halfway between Cuba and Victoria Streets) 2. South bound lanes (halfway between Caledonia Street in South bound lanes (halfway between Caledonia Street and		WCCSR-855227	No Asset Selected		Manners Street Wellington Leaking Fire	Potable	3	CLOSE.		11/9/2023 3:13:48 PM	11/9/2023	Note from Council	
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56 Calabar Road Miramar - Water leaking up from road surface in South bound lanes (halfway between Caledonia Street and												Note from Council	1. 69 Manners Street Wellington - Leaking Fire Hydrant on
South bound lanes (halfway between Caledonia Street and											1:50:39 PM		Manners Street (halfway between Cuba and Victoria Streets) 2. 56 Calabar Road Miramar - Water leaking up from road surface in
Rroadway) - Refer to SR-855319 3 Porritt Avenue Mt Victoria -													South bound lanes (halfway between Caledonia Street and Broadway) - Refer to SR-855319 3. Porritt Avenue Mt Victoria



Service Request Data – OIA IRO-545 Job Sheet

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Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date	Entry Date	Work Log Summary	Work Log Detail significant water leaking from toby on the footpath outside no. 42
												Porritt Avenue - Refer to SR-855328.
										11/9/2023 3:13:44 PM	Duplicate of WO-239206 cancel and relate	Duplicate of WO-239206 cancel and relate RICH TEXT
										11/9/2023 3:18:37 PM	Note from Council	Re-assigned by WCC
	WCCSR-870705	No Asset Selected	Fault 69 MANNERS STREET,	Visibly leaking on the side of the road	Potable	3	CLOSE.	12/8/2023	12/11/2023 1:04:41 PM	12/8/2023	Note from Council	Address:
			Te Aro				DUP	7:00:24 PM		7:00:41 PM		69 MANNERS STREET, Te Aro Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-
										20		41.29085050264339,174.77634001963963
										12/11/2023 1:04:37 PM	Duplicate of WO-239206 cancel and relate	Duplicate of WO-239206 cancel and relate RICH TEXT
										12/11/2023 1:08:32 PM	Note from Council	Re-assigned by WCC
										12/12/2023 12:35:08 PM	Note from Council	WCC request re-instatement
	WCCSR-873336	No Asset Selected	Fault 69 Manners Street, Te Aro, Wellington 6011	Water is leaking from a fire hydrant which is situated on the road between Daisoo and Bargain Chemist in Manners St Wellington.	Potable	3	RCVD	12/13/2023 8:15:22 PM	an and le	12/13/2023 8:15:32 PM	Note from Council	Address: 69 Manners Street, Te Aro, Wellington 6011 Open in Google Maps: https://www.google.com/maps/search/?api=1&query=- 41.29082811324942,174.77638173913107
	WO-239206	No Asset Selected	RWL: Hydrant Leaking @ 5 LPM: 69 Manners Street, Te Aro (2 Man Crew)	<div>leak detection survey identified a leak service connection on 3/10/2022. 1 LPS (litre/second).</div> <div><div><div>12/1 0/2022 JB - Ordered Plans 2104321</span </div><div><div><div><div><div><div><div><</div></div></div></div></div></div></div></div></div>	Potable	4	INPRG.H D.PAUS E	10/12/2022 3:00:18 PM	ornatile	10/12/2022 3:11:54 PM	12/10/2022 JB - Ordered Plans 2104321	12/10/2022 JB - Ordered Plans 2104321 RICH TEXT
								official In		10/14/2022 8:58:36 AM	14/10/2022 JB - Plans Attached	<pre><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div>Caution: There is Core Network in the area provided on the plan(s). <!-- RICH TEXT--></pre>
				Attached <div><span style="font-size:11.0pt;font- family:"Calibri",sans-serif; mso-fareast-font-family:Calibri;mso-</span </div>		•	Ment			11/9/2022 8:53:41 AM	Status Change to PAUSE	Leak detection done/ remarked service leak in road Bus route- close to main and FH/ leak not visible/planned A/Hours local Business for 2man traffic management required/ Road surface thick depth being Bus Route/
				fareast-theme-font:minor-latin;color:red; mso-ansi-language:EN-NZ;mso-fareast- language:EN-NZ;mso-bidi-language:AR-		Cole,				11/18/2022 11:21:12 AM	Planning required	need to plan this job. currently engaging with contractors to see what time frames are possible, road has thick layer of concrete under surface which requires heavy duty gear RICH TEXT
				SA">Caution: There is High Capacity and/or Fibre						12/1/2022 2:18:38 PM	Contacted Hub today assign he is organising a time frame to have the leak fixed.	
				Network in the area provided on the plan(s).						12/7/2022 12:31:22 PM	reassigned to 57236 and email sent.	reassigned to 37/2/9 and email sent. RICH TEXT
				style="font-size:11.0pt;font- family:"Calibri",sans-serif;						12/29/2022	Assigned ownership of job to \$7(2)(a)	Assigned ownership of job to RICH TEXT
				mso-fareast-font-family:Calibri;mso- fareast-theme-font:minor-latin;color:red;	ine					1:54:05 PM 1/31/2023 2:52:50 PM	Added photo from dup	Added photo from dup RICH TEXT
		mso-ansi-language:EN-NZ;mso-falanguage:EN-NZ;mso-bidi-language:SA">Caution: There is Core Netwood the area provided on the plan(s). A HJR - RWL: Detection services identified a Leaking Hydrant on the 11/09/2023 @ 5 LPM located on the and it is visible A HJR - I have re-order the plans	plan(s). jspan><div>19/09/202</div> 3 HJR - RWL: Detection services have reidentified a Leaking Hydrant on the 11/09/2023 @ 5 LPM located on the road and it is visible <div><div><div>19/09/202</div></div></div> 3 HJR - I have re-order the plans <h1 <="" class="truncate-string" li=""> </h1>						2/8/2023 11:57:52 AM	see notes below	<div>I have spoken with steel and steel around this job and due to the below reasons, we have decided to defer it until resource allows. /div><div><div><div><div>cost to repair the service is estimated to cost in excess of \$100k due to the main being built underneath the old tram lines and under 250-300mm of asphalt. This info was provided by contractor who have previously repaired a burst in the area. /li>i)with the service crews currently being under pressure with jobs at the moment the resource is better used elsewhere. /li>the logistics of where the repair is required is difficult with it being over a main bus stop and a very critical bus route, a high level of planning is required. /li> *RICH TEXT></div></div></div></div></div>	
				style="box-sizing: inherit; background- repeat: no-repeat; padding: 0px; margin:						5/1/2023 8:20:53 AM	added to deferred folder 01/05	
				Opx Opx 0.5rem; color: rgba(0, 0, 0, 0.87); line-height: 1.5; font-size: 1rem; font-family: -apple-system, BlinkMacSystemFont, system-ui,						5/16/2023 1:03:29 PM	Deferral Explanation	"We are prioritising work activities to stay within budget. This has the effect of deferring lower priority work until next financial year. This work has been triaged and identified as lower priority work and therefore

Service Request Data – OIA IRO-545 Job Sheet

W1 10 00	Council						Î	Reported	Completion/Closed			
Address		Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date	the second second second second	Work Log Summary	Work Log Detail
Address		Asset ID	Work Order Summary	\$\text{Aguot; Segoe Ul", Roboto, " Fira Sans", " Droid Sans", " Helvetica Neue", Arial, sans-serif; min-height: 1rem; text-overflow: ellipsis; background-color: rgb(255, 255);">\text{255}, 255, 255, 255, 255, 255, 255, 255,	erthe	COVE	Status		The Three series and the series of the serie	the second second second second	Photo copied from duplicate Contact details from duplicate job Council note from duplicate job 26.05.2022 Contact details from duplicate job Photos attached from duplicate. further P4 duplicate logged - photo attached Email sent to TA TOTA For follow up	deferred. The triaging process takes into account Health & Deferred. The triaging process takes into account Health & Deferred. The triaging process takes into account Health & Deferred tagain." <pre> // Span><-I RICH TEXT> Photo copied from duplicate</pre> Photo copied from duplicate ### ST (2)(a) ### ST (2)

	Council						š. a	Reported	Completion/Closed
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date Entry Date Work Log Summary Work Log Detail
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							, cit),		9/6/2023 4:55:54 PM	Copied over photo from duplicate job	Copied over photo from duplicate job RICH TEXT
							ment		ī	9/11/2023 12:54:13 PM 9/19/2023	Phoned for update, will need planning, removed deferred and reassigned to	Phoned for update, will need planning, removed deferred and reassigned to -7(2)6 RICH TEXT
						.01				8:32:14 AM		
						CON				9/19/2023 8:38:45 AM	19/09/2023 HJR - RWL: Detection services have reidentified a Leaking Hydrant on the 11/09/2023 @ 5	<div>19/09/2023 HJR - RWL: Detection services have reidentified a Leaking Hydrant on the 11/09/2023 @ 5 LPM located on the road and it is visible </div> RICH TEXT
					er the Loc					9/19/2023 8:46:03 AM	19/09/2023 HJR - I have re-order the plans 2276927	<div>19/09/2023 HJR - I have re-order the plans </div> <h1 class="truncate-string" style='text-wrap: nowrap; box-sizing: inherit; background-repeat: no-repeat; padding: 0px; margin: 0px 0px 0.5rem; color: rgba(0, 0, 0, 0.87); line-height: 1.5; font-size: 1rem; font-family: -apple-system, BlinkMacSystemFont, system-ui, "Segoe UI", Roboto, "Fira Sans", "Droid Sans", "Helvetica Neue", Arial, sansserif; min-height: 1rem; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);'>2276927</h1> RICH TEXT
				o eleased un						9/26/2023 7:19:15 AM	26/09/2023 HJR - I have attached the plans Caution: There is High Capacity and/or Fibre Network in t	<pre><div>26/09/2023 HJR - I have attached the plans 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). </div><!-- RICH TEXT--></pre>
				~						9/26/2023 7:19:54 AM	26/09/2023 HJR - I have assigned a 2 man crew	26/09/2023 HJR - I have assigned a 2 man crew RICH TEXT
										12/13/2023 12:37:52 PM	Customer called	Customer called - said its leaking at 10LPM. He said it is eroding the surface on the road. Advised that due to the location the job requires further planning to complete. He want specific information with the job. Advised that he would have to go through an official information team. Passed call to AS for further



Service Request Data – OIA IRO-545 Job Sheet

	Council				7			Reported	Completion/Closed			
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date	Entry Date	Work Log Summary	Work Log Detail
										70.5		escalation as customer was persistent with someone higher up. RICH TEXT

Excerpt of email dated 2 February 2024 from the Wellington Water Customer Notifications Team to stakeholders - released under section 15(1)(e) of the Local Government Official Information and eetings Act 198 Meetings Act 1987.

WEDNESDAY WORKS UPDATE - PLANNED WATER LEAK REPAIR & ROAD CLOSURE - 67 Manners Street, Te Aro

Kia Ora koutou,

The team made good progress on Wednesday and managed to deliver the majority of the reinstatement work. This included concrete pouring 550mm thick concrete road foundation with existing mesh and reinforcing starters to tie back into existing concrete.

Unfortunately, the team was unable to get the asphalt plant open to do the final asphalt reinstatement due to issues with the plant. The team have booked the next available time being the night of Wednesday 7th of February. Work will be done from 8 pm and new noise notification letters will be sent. The Greater Wellington Regional Council have been informed of the additional day to reinstate the road for the busses.

This means the team will leave the steel plates in place until then and will monitor. Released under the Local Government!