

Friday 12 January 2024

OIA IRO-534

Name: [REDACTED]

Email: [REDACTED]@stuff.co.nz

Kia ora [REDACTED]

Official information request regarding leaks on Owhiro Bay Parade.

Thank you for sending through this request, dated Friday 24 November 2023.

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.

Following our search term confirmation with you, our IT team pulled over 1,000 items of correspondence from 1 May 2023. To test, we narrowed the timeframe from 20 November to 20 December 2023 and this produced 900 items. It would require significant resource to review each item of correspondence, determine its relevance, and package for response and therefore we decline this part of your request in accordance with [Section 17\(f\)](#) of the Act.

We have provided you with job sheets from May to December 2023, however, which are attached in our email to you.

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]

Head of Customer Experience

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

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington_water

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
174 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-683055	No Asset Selected	RWL: Private leak @ 10 LPM: Fault 174 Owhiro Bay Parade, Owhiro Bay	<p><div>Customer advised there is a leaking toby near this address.</div><div> </div><div>22/05-AI-Plans ordered 2211989</div><div>23/5 KT - Plans attached - Awaiting for Powerco </div><div> </div><div>24/05/2023 ■ - RWL: leak detection services have re-identified this private leak on the 05/04/2023 @ 10 LPM this is not visible </div><div>06/06/2023 ■ - I have sent out the first letter </div><div>20/06/2023 ■ - I have Sent out the Second letter </div><div>02/08/2023 ■ - I have sent out the second letter again </div><div> </div><div>09/08/2023 ■ - We have been informed that this leak has been repaired </div><!-- RICH TEXT --></p>	Potable	2	CLOSE	5/17/2023 9:30:21 AM	8/9/2023 3:31:05 PM	5/17/2023 9:30:32 AM	Note from Council	<p>Address: 174 OWHIRO BAY PARADE, Owhiro Bay Open in Google Maps:</p> <p>https://www.google.com/maps/search/?api=1&query=-41.348489999999295,174.75099989999708</p>
										5/22/2023 2:33:03 PM	Plans ordered 2211989	Plans ordered 2211989<!-- RICH TEXT -->
										5/23/2023 11:11:13 AM	23/5 KT - Plans attached - Awaiting for Powerco	23/5 KT - Plans attached - Awaiting for Powerco <!-- RICH TEXT -->
										5/24/2023 2:26:16 PM	24/05/2023 ■ - RWL: leak detection services have re-identified this private leak on the 05/04/2023	24/05/2023 ■ - RWL: leak detection services have re-identified this private leak on the 05/04/2023 @ 10 LPM this is not visible <!-- RICH TEXT -->
										6/7/2023 7:48:38 AM	06/06/2023 ■ - I have sent out the first letter	06/06/2023 ■ - I have sent out the second letter <!-- RICH TEXT -->
										6/24/2023 8:35:09 PM	20/06/2023 ■ - I have Sent out the Second letter	20/06/2023 ■ - I have Sent out the Second letter <!-- RICH TEXT -->
										7/4/2023 12:26:35 PM	Photo attached from duplicate.	Photo attached from duplicate. <!-- RICH TEXT -->
										8/2/2023 11:31:26 AM	02/08/2023 ■ - I have sent out the second letter again	02/08/2023 ■ - I have sent out the second letter again <!-- RICH TEXT -->
										8/9/2023 3:30:59 PM	09/08/2023 ■ - We have been informed that	09/08/2023 ■ - We have been informed that this leak has been repaired <!-- RICH TEXT -->

											this leak has been repaired	
										8/12/2023 3:41:59 PM	Note from Council	Closed by WCC
	WCCSR-687956	No Asset Selected	Leaky Connection 174 Owhiro Bay Parade, Owhiro Bay, Wellington 6023	Leaking toby on the pavement immediately outside 174 Owhiro Bay Parade (approx. 3 Litres per minute)	Potable	3	CLOSE. DUP	5/25/2023 8:26:22 PM	5/26/2023 4:52:24 PM	5/25/2023 8:26:42 PM	Note from Council	Kia ora [REDACTED] Thank you for your email. We have raised a request with Wellington Water as they are best suited to respond. Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 F 04 801 3138 W Wellington.govt.nz PO Box 2199 Wellington 6140
										5/26/2023 4:52:20 PM	Duplicate of WCCSR-683055	Duplicate of WCCSR-683055<!-- RICH TEXT -->
										5/26/2023 4:56:36 PM	Note from Council	Re-assigned by WCC
	WCCSR-695800	No Asset Selected	Fault 174 Owhiro Bay Parade, Owhiro Bay, Wellington 6023	Leaking toby on pavement	Potable	3	CLOSE. DUP	6/1/2023 7:45:21 PM	6/2/2023 1:01:48 PM	6/2/2023 1:01:45 PM	Duplicate of WCCSR-683055	Duplicate of WCCSR-683055<!-- RICH TEXT -->
										6/2/2023 1:04:38 PM	Note from Council	Re-assigned by WCC
	WCCSR-711632	No Asset Selected	Fault 174 Owhiro Bay Parade, ?whiro Bay, Wellington 6023, New Zealand	Heavily leaking water main	Potable	3	CLOSE. DUP	6/15/2023 4:52:02 PM	6/19/2023 3:43:03 PM	6/18/2023 11:31:34 AM	Note from Council	Re-assigned by WCC
										6/19/2023 3:42:59 PM	Duplicate of WCCSR-683055	Duplicate of WCCSR-683055<!-- RICH TEXT -->
	WO-388913	No Asset Selected	RWL: Private leak @ 20 LPM: 174 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	<div>RWL: ADR Have identified a private leak on the 30/10/2023 @ 20 LPM this is not visible but can hear sounds close to the toby previous marked </div><div> </div><div>15/11//23 - KLH - 1st Notice to Fix Letter </div><div> </div><div>30/11/23 - KLH - [REDACTED] - Sent 2nd Notice to Fix </div><div> </div><div> </div><!-- RICH TEXT -->	Potable	4	RCVD	11/13/2023 6:30:36 AM		11/13/2023 6:38:55 AM	RWL: ADR Have identified a private leak on the 30/10/2023 @ 20 LPM this is not visible but can hear	RWL: ADR Have identified a private leak on the 30/10/2023 @ 20 LPM this is not visible but can hear sounds close to the toby previous marked <!-- RICH TEXT -->
										11/15/2023 10:42:49 AM	notes	10/11/23 - spoke to [REDACTED] to advise of the private leak we found in our recent survey. <!-- RICH TEXT -->
										11/15/2023 2:30:35 PM	15/11//23 - [REDACTED] - 1st Notice to Fix Letter	
										11/27/2023 8:28:48 AM	20/11/23 - [REDACTED] - Ordered Plans 2310624	
										12/14/2023 8:45:40 AM	30/11/23 - [REDACTED] - [REDACTED] - Sent 2nd Notice to Fix	30/11/23 - [REDACTED] - [REDACTED] - Sent 2nd Notice to Fix<!-- RICH TEXT -->
										12/14/2023 8:45:45 AM		
172 Owhiro Bay Parade, Owhiro	WCCSR-733365	No Asset Selected	Fault 172 OWHIRO BAY PARADE, Owhiro Bay	Leak from water toby and pooling on the footpath. Please assess.	Potable	3	CLOSE. DUP	7/2/2023 2:01:21 PM	7/4/2023 12:23:30 PM	7/2/2023 2:01:31 PM	Note from Council	Address: 172 OWHIRO BAY PARADE, Owhiro Bay

Bay, Wellington, 6023												Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34849229633878,174.75108375021858
										7/4/2023 12:23:27 PM	Cancelled. Duplicate of WCCSR-683055.	Cancelled. Duplicate of WCCSR-683055. <!-- RICH TEXT -->
										7/4/2023 12:25:35 PM	Note from Council	Re-assigned by WCC
168 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-644638R	WCC_PW111129	Reinstatement: Fault 168 Owhiro Bay Parade, owhiro Bay, Wellington 6023, New Zealand(ROVER)	<div>CAR R956540 24/07/23 </div><div>Reinstatement Type Required: Asphalt (Road)</div><div>Area/Size: 3m2</div><div>Requirements: Saw cut, traffic</div><!-- RICH TEXT -->	Potable	4	CLOSE	6/28/2023 9:21:56 AM	7/27/2023 9:57:29 PM			
160 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WO-392686	No Asset Selected	BF-RWL - 160 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	Missing Tap<!-- RICH TEXT -->	Potable	4	RCVD	11/22/2023 1:15:59 PM				
152 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-725123	No Asset Selected	Fault 152 Owhiro Bay Parade, ?whiro Bay, Wellington 6023	<div>Leaking water toby over the pavement.</div><div> </div><div> </div><div>3/07-AI-Plans ordered 2234164 </div><div> </div><div>5/7 KS - Plans attached - </div><div>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><div> </div><!-- RICH TEXT -->	Potable	3	PRECLAIM	7/1/2023 9:58:23 PM	12/12/2023 1:13:03 PM	7/1/2023 9:58:34 PM	Note from Council	Address: 152 Owhiro Bay Parade, ?whiro Bay, Wellington 6023 Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3483034167,174.75270545
										7/3/2023 11:55:41 AM	Plans ordered 2234164	Plans ordered 2234164<!-- RICH TEXT -->
										7/5/2023 11:41:51 AM	5/7 KS - Plans attached - WAITING FOR POWERCO	5/7 KS - Plans attached - WAITING FOR POWERCO<!-- RICH TEXT -->
										7/6/2023 9:01:37 AM	Powerco plans attached	Powerco plans attached <!-- RICH TEXT -->

										12/12/2023 1:09:25 PM	Duplicate job	Duplicate job.
										12/15/2023 1:44:44 PM	Note from Council	Closed by WCC
142 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-735296	WCC_WW026154	Fault 142 OWHIRO BAY PARADE, Owhiro Bay	Customer advised there is a wastewater leak on the footpath outside 142 Owhiro Bay Parade. Advised that water and paper is coming up from the manhole.	Wastewater	1	CLOSE	7/6/2023 9:17:23 AM	7/6/2023 1:32:00 PM	7/6/2023 9:17:34 AM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora [REDACTED] 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>
										7/6/2023 9:17:34 AM	Note from Council	Address: 142 OWHIRO BAY PARADE, Owhiro Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34811078102149,174.75354260101736
										7/6/2023 9:23:01 AM	Called customer to acknowledge job	Called customer to acknowledge job<!-- RICH TEXT -->
										7/6/2023 9:25:41 AM	Assigned to [REDACTED]	Assigned to [REDACTED]<!-- RICH TEXT -->
										7/6/2023 11:53:27 AM	customer called in - she had missed a call from us - i told her that we have assigned this over to c	customer called in - she had missed a call from us - i told her that we have assigned this over to crew<!-- RICH TEXT -->
										7/6/2023 1:21:35 PM	Wastewater manhole seepage	Arrived on site with the lamp hole in front of the property saw a little bit of discharge opened the lamp hole looked like it unblocked itself,dye tested and came out to the manhole further downstream job completed.
										7/9/2023 1:39:33 PM	Note from Council	Closed by WCC
	WCCSR-738687	WCC_WWP037815	Fault 142 Owhiro Bay Parade, ?whiro Bay, Wellington 6023	<div>Repeat of water sewage leak on footpath Related to [REDACTED]@hotmail.com Address: 142 Owhiro Bay Parade, ?whiro	Wastewater	3	CLOSE	7/13/2023 9:36:22 PM	8/2/2023 10:25:33 AM	7/14/2023 1:46:56 AM	Wastewater overflow	Arrived on site and saw the lamp hole on the walkway but looked like it stoped overflowing,inspected it and it was empty ran the hose for 10minutes was running fine. Suspected that our main could possibly be

				Bay</div><div> </div><div> </div><div>CCTV is required to check the sewer main.</div><!-- RICH TEXT -->								partially blocked,called in traffic crew and inspected the pamphlet on the road opposite 142 and it was holding,chased it downstream to the next lamp hole and you can see it was almost completely blocked rodDED what we could to get the flow going and we did but the job will be assessed by the TL as inside the pipe the cause of the blockage was like concrete and rocks that wouldn't budge.
										7/17/2023 12:54:17 PM	Downgrade to P3	CCTV is required to check the sewer main.<!-- RICH TEXT -->
										7/20/2023 1:39:33 PM	Note from Council	Closed by WCC
										7/27/2023 10:33:06 AM	CCTV inspection	CCTV wastewater main, needs to be flushed
										7/27/2023 10:33:40 AM	More work to be done	
										8/2/2023 8:45:46 AM	CCTV Notes	02/08/23 CCTV drain section WW037866 to WW026155. TV;3208:26.Flushed and removed debris from drain.<!-- RICH TEXT -->
138 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-758306	WCC_WW026155	Fault 138 OWHIRO BAY PARADE, Owhiro Bay	Wastewater lamphole cover is missing outside of 138 Owhiro Bay Parade. Has been left on the side of the road.	Wastewater	3	CLOSE	8/2/2023 8:21:21 AM	8/8/2023 9:42:45 AM	8/2/2023 8:21:30 AM	Note from Council	Address: 138 OWHIRO BAY PARADE, Owhiro Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34783467974004,174.7538284998536
										8/2/2023 9:14:22 AM	Customer called in.	Resident from 136 reported the same issue. <!-- RICH TEXT -->
										8/2/2023 9:24:07 AM	Assigned to ██████	Assigned to ██████.<!-- RICH TEXT -->
										8/8/2023 9:36:35 AM	No issue	Arrived onsite, Found that a resident had placed the lamphole lid back into place as told by the customer. No issue found
										8/11/2023 10:40:32 AM	Note from Council	Closed by WCC
110 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WO-391901	No Asset Selected	RWL: Service leak @ 3LPM :110 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	<div>RWL: ADR have identified a service leak on the 30/10/2023 @ 3LPM Located by footpath - It is not visible, sign of previous repair</div><div> </div><div> </div><!-- RICH TEXT -->	Potable	4	APPR	11/20/2023 2:08:17 PM		11/20/2023 2:19:26 PM	RWL: ADR have identified a service leak on the 30/10/2023 @ 3LPM Located by footpath - It is not vis	RWL: ADR have identified a service leak on the 30/10/2023 @ 3LPM Located by footpath - It is not visible, sign of previous repair<!-- RICH TEXT -->
102 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WO-391654	No Asset Selected	RWL: Leaking Toby @ 1 LPM: 102 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 1 LPM located on the footpath and its visible. Leaking toby marked.<div> </div><div>20/11/23 - ██████ - Ordered Plans </div><h1 class="truncate-string" style="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,	Potable	4	RCVD	11/20/2023 8:55:29 AM		11/20/2023 8:56:47 AM	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 1 LPM located on the footpath and its vi	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 1 LPM located on the footpath and its visible. Leaking toby marked.<!-- RICH TEXT -->

				<p>&quot;Segoe UI&quot;; Roboto, &quot;Fira Sans&quot;; &quot;Droid Sans&quot;; &quot;Helvetica Neue&quot;; Arial, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">2310171</h1><div>27/11/23 - [REDACTED] - Have attached plans </div><div> Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div></p> <p>Caution: There is Core Network in the area provided on the plan(s). <div style="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, &quot;Segoe UI&quot;; Roboto, &quot;Fira Sans&quot;; &quot;Droid Sans&quot;; &quot;Helvetica Neue&quot;; Arial, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);"></div><div> </div><!-- RICH TEXT --></p>								
										11/20/2023 8:58:02 AM	20/11/23 - [REDACTED] - Ordered Plans 2310171	<div>20/11/23 - [REDACTED] - Ordered 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, sans-serif; min-height: 1rem; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">2310171</h1><!-- RICH TEXT -->
86 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WO-391885	No Asset Selected	RWL - Private Leak @ 1 LPM - 86 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	<div>RWL: ADR Have identified a private leak on the 2/11/2023 @ 1 LPM this is visible - private water surfacing running down steps - owner says they have a plumber booked</div><div> </div><div> </div><h1 class="truncate-string" style="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";	Potable	4	RCVD	11/20/2023 1:45:11 PM		11/20/2023 1:47:33 PM	RWL: ADR Have identified a private leak on the 2/11/2023 @ 1 LPM this is visible - private water su	RWL: ADR Have identified a private leak on the 2/11/2023 @ 1 LPM this is visible - private water surfacing running down steps - owner says they have a plumber booked<!-- RICH TEXT -->

				Roboto, "Fira Sans", "Droid Sans", "Helvetica Neue", Arial, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);"> </h1><!-- RICH TEXT -->								
										11/27/2023 3 8:33:54 AM	20/11/23 - [REDACTED] - Ordered Plans 2310639	
70 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WO-391911	No Asset Selected	RWL: Service leak @ 6 LPM :70 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	<div>RWL: ADR have identified a service leak on the 31/10/2023 @ 6 LPM Located by footpath - it is not visible</div><div> </div><!-- RICH TEXT -->	Potable	4	APPR	11/20/2023 2:29:51 PM		11/20/2023 2:30:33 PM	RWL: ADR have identified a service leak on the 31/10/2023 @ 6 LPM Located by footpath - it is not vi	RWL: ADR have identified a service leak on the 31/10/2023 @ 6 LPM Located by footpath - it is not visible<!-- RICH TEXT -->
62 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WO-391649	No Asset Selected	RWL: Leaking Toby @ 1 LPM: 62 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 1 LPM located on the footpath and its visible. Leaking toby marked.<div> </div><div>20/11/23 - [REDACTED] - Ordered Plans </div><h1 class="truncate-string" style="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, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">2310170</h1><div>27/11/23 - [REDACTED] - Has attached plans </div><div> <b style="background-color: rgb(255, 255, 255); color: rgba(0, 0, 0, 0.87); font-family: -apple-system, BlinkMacSystemFont, system-ui, "Segoe UI", Roboto, "Fira Sans", "Droid Sans", "Helvetica Neue", Arial, sans-serif; font-size: 1rem; text-wrap: nowrap;">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><h1 class="truncate-string" style="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, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">	Potable	4	RCVD	11/20/2023 8:51:10 AM		11/20/2023 8:52:30 AM	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 1 LPM located on the footpath and its vi	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 1 LPM located on the footpath and its visible. Leaking toby marked.<!-- RICH TEXT -->

				family: Calibri;mso-fareast-theme-font:minor-latin;color:red;mso-ansi-language:EN-NZ;mso-fareast-language:EN-NZ;mso-bidi-language:AR-SA">Caution: There is Core Network in the area provided on the plan(s). </h1><h1 class="truncate-string" style="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, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);"> </h1><div> </div><!-- RICH TEXT -->								
										11/20/2023 8:53:55 AM	20/11/23 - [REDACTED] - Ordered Plans 2310170	<div>20/11/23 - [REDACTED] - Ordered 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, sans-serif; min-height: 1rem; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">2310170</h1><!-- RICH TEXT -->
40 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-872992	No Asset Selected	Fault 40 Owhiro Bay Parade, Owhiro Bay, Wellington 6023	<div>Water leak across footpath outside 40 Owhiro Bay Parade</div><div></div>RWL: ADR have identified a leaking toby on the 30/10/2023 @ 2 LPM located on the footpath next to the black cable box and its visible. Leaking toby marked. </div><div>15/12 LS - Plans ordered </div><div>18/12 BH - Plans attached, 2324728</div><div></div><table border="1" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse: collapse; border: none; mso-border-alt: solid white .75pt; mso-yfti-tbllook: 1184"> <tbody><tr style="mso-yfti-irow: 0; mso-yfti-firstrow: yes; mso-yfti-lastrow: yes; height: 13.5pt"> <td style="width: 562.5pt; border: solid white 1.0pt; mso-border-alt: solid white .75pt; padding: .75pt .75pt .75pt .75pt; height: 13.5pt" width="750"> <p>Caution:	Potable	3	RCVD	12/13/2023 12:41:23 PM		12/15/2023 1:52:14 PM	RWL job notes	<div>RWL job notes</div><div></div>RWL: ADR have identified a leaking toby on the 30/10/2023 @ 2 LPM located on the footpath next to the black cable box and its visible. Leaking toby marked. </div> by </div><div></div><div>job was siting in 1man, reordering plans </div><!-- RICH TEXT -->

				There is High Capacity and/or Fibre Network in the area provided on the plan(s). <o:p></o:p></p><p>Caution: There is Core Network in the area provided on the plan(s).</p></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
										12/15/2023 1:53:54 PM	Plans ordered	Plans ordered <!-- RICH TEXT -->
										12/18/2023 2:56:24 PM	18/12 BH - Plans attached, 2324728	<div>18/12 BH - Plans attached, 2324728</div><table border="1" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse: collapse; border: none;"><tbody><tr style="height: 13.5pt;"><td style="width: 562.5pt; border: 1pt solid white; padding: 0.75pt; height: 13.5pt; width="750"><p>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).</p></td></tr></tbody></table><!-- RICH TEXT -->
	WO-391634	No Asset Selected	RWL: Leaking Toby @ 2 LPM: 40 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 2 LPM located on the footpath next to the black cable box and its visible. Leaking toby marked. <div></div><div>20/11/23 - [REDACTED] - Ordered Plans </div><h1 class="truncate-string" style="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, sans-serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);">2310151</h1><div> 27/11/23 - [REDACTED] - Has attached plans </div><table border="1" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse: collapse; border: none; mso-border-alt: solid white .75pt; mso-yfti-tbllook: 1184"><tbody><tr style="mso-yfti-irow: 0; mso-yfti-firstrow: yes; mso-yfti-lastrow: yes;	Potable	4	CLOSE. DUP	11/20/2023 8:33:11 AM	12/15/2023 1:52:20 PM	11/20/2023 8:36:05 AM	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 2 LPM located on the footpath next to th	RWL: ADR have identified a leaking toby on the 30/10/2023 @ 2 LPM located on the footpath next to the black cable box and its visible. Leaking toby marked.<!-- RICH TEXT -->

				height:13.5pt"> <td style="width:562.5pt;border:solid white 1.0pt;mso-border-alt: solid white .75pt;padding:.75pt .75pt .75pt .75pt;height:13.5pt" width="750"> <p>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). <o:p></o:p></p> <p>Caution: There is Core Network in the area provided on the plan(s). <o:p></o:p></p> </td> </tr> </tbody></table><div> </div><div> </div><h1 class="truncate-string" style="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, sans- serif; min-height: 1rem; text-wrap: nowrap; overflow: hidden; text-overflow: ellipsis; background-color: rgb(255, 255, 255);"> </h1><div> </div><!-- RICH TEXT -->								
										11/20/2023 8:37:33 AM	20/11/23 - [REDACTED] - Ordered Plans 2310151	<div>20/11/23 - [REDACTED] - Ordered 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, sans- serif; min-height: 1rem; overflow: hidden; text- overflow: ellipsis; background-color: rgb(255, 255, 255);">2310151</h1><!-- RICH TEXT -->
										12/15/2023 1:51:24 PM	closing for CSR WCCSR-872992	closing for CSR WCCSR-872992<!-- RICH TEXT -->
34 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-861911	No Asset Selected	Fault 34 Owhiro Bay Parade, ?whiro Bay, Wellington 6023, New Zealand	Fast flowing leak in footpath next to hydrant, needs attention. Please assess and repair.	Potable	3	CLOSE. DUP	11/22/2023 12:50:22 PM	11/22/2023 1:55:40 PM	11/22/2023 12:50:34 PM	Note from Council	Address: 34 Owhiro Bay Parade, ?whiro Bay, Wellington 6023, New Zealand Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34510854939672,174.76018533110323

										11/22/2023 1:55:39 PM	related to WO-391908, closing job	related to WO-391908, closing job <!-- RICH TEXT -->
										11/22/2023 1:58:32 PM	Note from Council	Re-assigned by WCC
	WCCSR-879834	No Asset Selected	Fault 34 OWHIRO BAY PARADE, Island Bay-Owhiro Bay	Water leak coming out of concrete about the same amount as a hose pipe left on	Potable	3	CLOSE. DUP	12/30/2023 11:39:21 AM	1/5/2024 12:45:13 PM	12/30/2023 11:39:28 AM	Note from Council	Address: 34 OWHIRO BAY PARADE, Island Bay-Owhiro Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.345075230557306,174.76022353400307
										1/5/2024 12:45:13 PM	related to WCCSR-798648, closing job	related to WCCSR-798648, closing job <!-- RICH TEXT -->
										1/5/2024 12:49:30 PM	Note from Council	Re-assigned by WCC
32 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-798648	No Asset Selected	CSR- PRIVATE LEAK @ 15 LPM: - 32 Owhiro Bay Parade, Owhiro Bay, Wellington 6023	<p><div>Water leaking from ? pipe by toby. From fence to toby but only on footpath side, not on property side/</div><div> </div><div>11/9/23 KT - Plans ordered 2272398 </div><div>13.09 MF Attached all plans </div><p>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </p></p> <p><div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><div>2/11/23 █████ - Sent Letter First Notice to Fix </div><div> </div><div>15/11/23 - █████ - 1st Notice to Fix Letter </div><div> </div><div> 30/11/23 - █████ - █████ Sent 2nd Notice to Fix Letter
</div><div> </div><div> </div><!-- RICH TEXT --></p>	Potable	3	INPRG. HD.PAU SE	9/7/2023 6:29:22 PM		9/7/2023 6:30:34 PM	Note from Council	Kia ora █████ Thank you for your email. We have raised a request with Wellington Water as they are best suited to respond. Ng? mihi, Customer Service Rep Customer Contact Centre P 04 499 4444 F 04 801 3138 W Wellington.govt.nz PO Box 2199 Wellington 6140
										9/11/2023 2:38:51 PM	Plans ordered	11/9/23 KT - Plans ordered 2272398 <!-- RICH TEXT -->
										9/13/2023 4:33:37 PM	Attached all plans	Attached all plans <!-- RICH TEXT -->
										9/14/2023 1:58:15 PM	Private leak confirmed - No leak on council assets	Upon arrival, had some trouble identifying where exactly the water leak was coming from and couldn't turn off the water as the box was hard up against the toby.

												<p>Dug up the services around the toby and found that the service runs parallel to the footpath and elbows down both sides of the toby.</p> <p>Both elbow fittings were clear of breaks and when turning off the toby, the noise on the service stops as well as the water flow coming fro the ground.</p> <p>After all of the water stops flowing and the debris in the water settled, I turned on the toby again. The noise immediately returns to the pipes and there is flow returning to the water. The debris in the water starts to move and be disturbed by the flow also.</p> <p>Because the water leak isn't directly after the toby on the service and not immediately after it on the service that dives back own, I can confirm that this leak is on the private side service to 6is address.</p> <p>Please pass 5is Job to [REDACTED] to continue please</p>
										9/14/2023 2:04:11 PM	Refer to logs and attachments	
										9/22/2023 9:13:47 AM	reassigned to [REDACTED] private leak	reassigned to [REDACTED] private leak. <!-- RICH TEXT -->
										11/2/2023 10:20:21 AM	2/11/23 [REDACTED] - Sent Letter First Notice to Fix	2/11/23 [REDACTED] - Sent Letter First Notice to Fix<!-- RICH TEXT -->
										11/9/2023 11:32:33 AM	Note from Council	Kia Ora This is still leaking and we have had no further update other than further investigation required but its been months now. Can you please advise what is being done?Thanks [REDACTED]
										11/15/2023 1:29:17 PM	15/11//23 - [REDACTED] - 1st Notice to Fix Letter	
										12/14/2023 8:53:53 AM	30/11/23 - [REDACTED] - [REDACTED] Sent 2nd Notice to Fix Letter	<div> </div><div> 30/11/23 - [REDACTED] - [REDACTED] Sent 2nd Notice to Fix Letter </div><!-- RICH TEXT -->
	WCCSR-867087	No Asset Selected	Leaky Connection 32 Owhiro Bay Parade, Wellington 6023, New Zealand	water leak at toby	Potable	3	CLOSE. DUP	12/2/2023 8:29:23 AM	12/4/2023 1:46:35 PM	12/4/2023 1:46:34 PM	related to WCCSR-798648, closing job	related to WCCSR-798648, closing job <!-- RICH TEXT -->
										12/4/2023 1:49:33 PM	Note from Council	Re-assigned by WCC
	WCCSR-880525	No Asset Selected	Fault 32 OWHIRO BAY PARADE, Island Bay- Owhiro Bay	There are four leaks outside this address 1 from the toby one from the hydrant and 2 on the pavement please assess	Potable	3	RCVD	1/1/2024 4:08:21 PM		1/1/2024 4:08:31 PM	Note from Council	<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</p>

												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
										1/1/2024 4:08:31 PM	Note from Council	Address: 32 OWHIRO BAY PARADE, Island Bay-Owhiro Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34516219691949,174.76030525029552
	WCCSR-880544	No Asset Selected	Fault 32 Owhiro Bay Parade, Owhiro Bay, Wellington 6023	There is a substantial leak (10-15L per minute) across the footpath from a toby immediately outside 32 Owhiro Bay Parade..	Potable	3	RCVD	1/1/2024 5:22:32 PM				
	WCCSR-882912	No Asset Selected	Fault 32 OWHIRO BAY PARADE, Island Bay-Owhiro Bay	Hole in pavement with leak. Please attend.	Potable	3	RCVD	1/7/2024 3:35:32 PM		1/7/2024 3:35:41 PM	Note from Council	Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora [REDACTED] 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
										1/7/2024 3:35:41 PM	Note from Council	Address: 32 OWHIRO BAY PARADE, Island Bay-Owhiro Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34516219691949,174.76030525029552
	WO-391908	No Asset Selected	RWL: Service leak @ 15 LPM :32 Owhiro Bay	<div>RWL: ADR have identified a service leak on the 30/10/2023 @ 15 LPM Located by footpath - Could not mark up exact spot due to water surfacing - suggest close	Potable	4	CLOSE. DUP	11/20/2023 2:24:13 PM	11/24/2023 8:12:14 AM	11/20/2023 2:27:00 PM	RWL: ADR have identified a service leak on the 30/10/2023 @ 15 LPM	<div>RWL: ADR have identified a service leak on the 30/10/2023 @ 15 LPM Located by footpath - Could not

			Parade, Owhiro Bay, Wellington, 6023	to toby</div><div> </div><div>24/11/2023 ■ - Looking at 362909 This has been advised that this is a private leak so we are closing this job and referring this job back to being private </div><div> </div><!-- RICH TEXT -->							Located by footpath - Could not m	mark up exact spot due to water surfacing - suggest close to toby</div><!-- RICH TEXT -->
										11/24/2023 3 8:12:03 AM	24/11/2023 ■ - Looking at 362909 This has been advised that this is a private leak so we are closi	<div>24/11/2023 ■ - Looking at 362909 This has been advised that this is a private leak so we are closing this job and referring this job back to being private </div><!-- RICH TEXT -->
30 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-707121	WCC_PW041287	Fault 30 Owhiro Bay Parade, Owhiro Bay, (ROVER)	<div>CAR R980771</div><div>Leak outside 30 Owhiro Bay Parade. Leak was previously fixed last year, but has started again.</div><!-- RICH TEXT -->	Potable	3	CLOSE	6/7/2023 2:12:23 PM	9/14/2023 11:29:17 AM	6/8/2023 1:38:17 PM	Assigned to 1man rover	Assigned to 1man rover<!-- RICH TEXT -->
										9/14/2023 9:38:33 AM	Water Off Notification	<div>As per ■ ■</div><div> </div><p class="MsoPlainText">Kia Ora Koutou,<o:p></o:p></p> <p class="MsoPlainText"><o:p> </o:p></p> <p class="MsoPlainText">Water will be shut off at Owhiro Bay Parade, Owhiro Bay. Reference WCCSR-707121 for 2 hours from 9:35am – 11:35am<o:p></o:p></p> <p class="MsoPlainText"><o:p> </o:p></p> <p class="MsoPlainText">Reason for shutdown:<o:p></o:p></p> <p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[!supportLists]--> <!--[endif]-->Service Repair (Service Connection/Toby/meter)<o:p></o:p></p> <p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[!supportLists]--><span style="font-family:Symbol;mso-fareast-font-family:Symbol;mso-bidi-font-family:Symbol;background:yellow;

mso-highlight:yellow"><!--[endif]-->Pipe/Hydrant/Valve failure<o:p></o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText">This will affect the following:<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]--><!--[endif]-->432 – 445 The Esplanade (Both sides)<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"><!--[if !supportLists]--><!--[endif]-->6-52 Owhiro Bay Parade (Both SideS)<o:p></o:p></p>

<p class="MsoPlainText"><o:p> </o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-

indent:-36.0pt;mso-list:
l0 level1 lfo1"><!--[if !supportLists]--><span style="font-family:Symbol;
mso-fareast-font-family:Symbol;mso-bidi-font-family:Symbol"><span style="font-variant-numeric:
normal; font-variant-east-asian: normal; font-variant-alternates: normal; font-kerning: auto; font-optical-
sizing: auto; font-feature-settings: normal; font-variation-settings: normal; font-stretch: normal; font-
size: 7pt; line-height: normal; font-family: "Times New Roman";">
<!--[endif]-->Affecting approximately
65 residential
properties<o:p></o:p></p>

<p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:
l0 level1 lfo1"><!--[if !supportLists]--><span style="font-family:Symbol;
mso-fareast-font-family:Symbol;mso-bidi-font-family:Symbol"><span style="font-variant-numeric:
normal; font-variant-east-asian: normal; font-variant-alternates: normal; font-kerning: auto; font-optical-
sizing: auto; font-feature-settings: normal; font-variation-settings: normal; font-stretch: normal; font-
size: 7pt; line-height: normal; font-family: "Times New Roman";">
<!--[endif]-->Affecting approximately
000 commercial
properties<o:p></o:p></p>

<p class="MsoNormal"><o:p> </o:p></p>

<p class="MsoNormal">This has been logged on our
website <a
href="https://aus01.safelinks.protection.outlook.com/?
url=https%3A%2F%2Fwww.wellingtonwater.co.nz%2Fnetwork-
status%2F&data=05%7C01%7CAshlee.Shortt%40w
ellingtonwater.co.nz%7C096b1ee92166469d7ea008db
b4a1845c%7C7ada94a2255d41ea98ba7ef6453451a%
7C0%7C0%7C638302378031284859%7CUnknown%7CT
WFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMz
liLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000%7C%7C
%7C&sdata=rcdVYQHxJ2lwoWlt%2FDsmfHYotqYD
tjq6HPIDQz63c0U%3D&reserved=0">https://www
.wellingtonwater.co.nz/network-status/
and text and email notifications sent to all registered
users.<o:p></o:p></p>

												<p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal"><o:p></o:p></p><div>Nga mihi </div><!-- RICH TEXT --></p>
										9/17/2023 11:41:30 AM	Note from Council	Closed by WCC
										11/1/2023 10:54:20 AM	CAR R980771	
	WCCSR-707121R	WCC_PW041287	Reinstatement: Fault 30 Owhiro Bay Parade, Owhiro Bay, (ROVER)	<div>CAR R980771</div><div>Reinstatement Type Required: Asphalt (Footpath)</div><div>Area/Size: 2m2</div><div>Requirements: </div><!-- RICH TEXT -->	Potable	4	PRECLAIM	9/14/2023 1:42:06 PM	9/30/2023 8:40:29 AM			
24 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-882909	No Asset Selected	Fault 24 OWHIRO BAY PARADE, Island Bay-Owhiro Bay	Hole in road with leak. Please attend.	Potable	3	RCVD	1/7/2024 3:33:21 PM		1/7/2024 3:33:32 PM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora [REDACTED] 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>
										1/7/2024 3:33:32 PM	Note from Council	<p>Address: 24 OWHIRO BAY PARADE, Island Bay-Owhiro Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.34590658098713,174.7606039362572</p>
14 Owhiro Bay Parade, Owhiro Bay, Wellington, 6023	WCCSR-878678	No Asset Selected	Fault 14 OWHIRO BAY PARADE, Island Bay-Owhiro Bay	Water leaking through a hole on the road. Pease attend.	Potable	3	RCVD	12/26/2023 12:26:21 PM		12/26/2023 12:26:32 PM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora [REDACTED] 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</p>

												<p>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>
										12/26/2023 12:26:32 PM	Note from Council	<p>Address: 14 OWHIRO BAY PARADE, Island Bay-Owhiro Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.346045529347,174.76071035290917</p>