

Friday 7 July 2023

OIA IRO-450 and OIA IRO-451

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Tēnā koe [REDACTED]

Response to follow up questions, OIA IRO-450 and OIA IRO-451.

I can see that you are frustrated at how we have responded to your official information requests. I assure you that we know our responsibilities under the Act and endeavour always to meet them. We don't always get it right, but that is not deliberate.

In my review of the correspondence to date from you, I believe the sole outstanding LGOIMA-specific requests we have not responded to are around charging and the questions you sent through to myself and [REDACTED] on Sunday 2 July 2023 (noted as OIA IRO-450 and 451 respectively).

The Ombudsman allows for charging; see the [Ombudsman's Guide to Charging](#). We rely on this guidance in deciding whether to charge for the provision of information.

Please see the charging breakdown, which was not implemented, in the appendix to this letter in response to question five. Your questions from 2 July 2023 are answered in the appendix to this letter.

Ngā mihi,

[REDACTED]
Chief Executive

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Appendix

Answers to OIA IRO-450

Question 1: Wellington Water's policies on requiring payment for LGOIMA requests.

Answer...

We make our decision based on the guidance from the Office of the Ombudsman, see that guidance [here](#). Declined in accordance with [Section 17\(e\)](#) of the Act.

Question 2: The grounds which you were planning to require payment to process my request.

Answer...

We make our decision based on the guidance from the Office of the Ombudsman. See that guidance [here](#).

Question 3: The date you determined payment was going to be required.

Answer...

No document exists that shows the date we decided we would seek payment, but it would have been in the week of Monday 26 June 2023. I note again for completeness that we did not implement a decision to charge.

Question 4: Who you consulted regarding this.

Answer...

Group Manager, Business Services
Team Lead, Communications and Engagement

Question 5: What the proposed charge was going to be, and how it was determined

Staff time	8 Hours (\$38.00 per half hour)
Photocopying	0 Hours
Sub total	\$608.00
30% discount	-\$182.40
TOTAL	\$425.60 (incl. GST)

We base our determination on the guidance provided from the Office of the Ombudsman. See that guidance [here](#).

Question 6: In addition, please provide all correspondence, both internal and external, in whatever form relating to your intention to require payment to process my request.

Answer...

No formal correspondence exists but conversations were held between the Team Lead, Communications and Engagement and the Group Manager, Business Services regarding the intention to charge based on volume of information.

Answers to OIA IRO-451

Question 7: Wellington Water's policies on managing LGOIMA requests.

Answer...

No policies exist for managing LGOIMA requests, but our controls are outlined in the answer to question 8 below. Declined in accordance with [Section 17\(e\)](#) of the Act.

Question 8: The controls Wellington Water had in place prior to 10 May 2023 to ensure it met its LGOIMA obligations.

Answer...

See the process in the [Drop Box](#) folder.

Question 9: The specific actions and controls you put in place after 10 May 2023 as a result of commitments you made to me following my complaint to the Ombudsman.

Answer...

We did reflect on our practice and the impact on our customers. No specific actions and controls have been put in place, therefore we decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

Question 10: Why the actions and controls you put in place did not work.

Answer...

See Answer to Question 9.

Question 11: Why you permitted staff to take leave without appropriate cover to ensure Wellington Water met its LGOIMA obligations.

Answer...

Employees are entitled to take leave under the Holidays Act 2003. No information exists, declined in accordance with [Section 17\(e\)](#) of the Act.

Question 12: All other reasons why my request was not fully processed within the prescribed timeframe.

Answer...

No other reasons exist; therefore we decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

Question 13: What additional controls you will be putting in place to prevent a recurrence. How you reconcile what you wrote to me on 10 May 2023 against your actual performance.

Answer...

No information exists to answer this question, see response to Question 5, therefore we decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

Question 14: Please also provide all correspondence, both internal and external, in whatever form on how my request was managed.

All correspondence is provided in this [Drop Box](#) folder, with the exception of legally privileged correspondence withheld in accordance with [Section 7\(g\)](#) of the Act, personal details withheld in accordance with [Section 7\(2\)\(a\)](#) of the Act and some information withheld in accordance with [Section 7\(2\)\(f\)\(i\)](#) of the Act.

Furthermore, in 'Email 3 – 7(2)(a)', there is reference made to a conversation between the LGOIMA Coordinator and Team Lead, Communication and Engagement. This conversation was about the advice needing to be sought on responding to OIA IRO-422.

[REDACTED]

From: [REDACTED]@gmail.com
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
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Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui

[Redacted] (she/her)

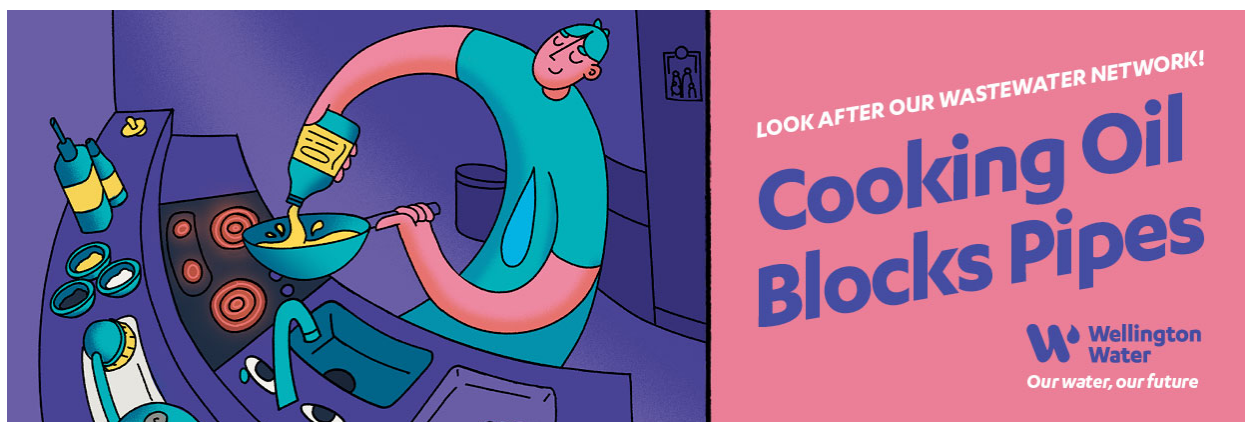
Chief Executive (Acting)



Tel 04 912 4400 Mob [Redacted]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Sunday, May 14, 2023 2:35 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

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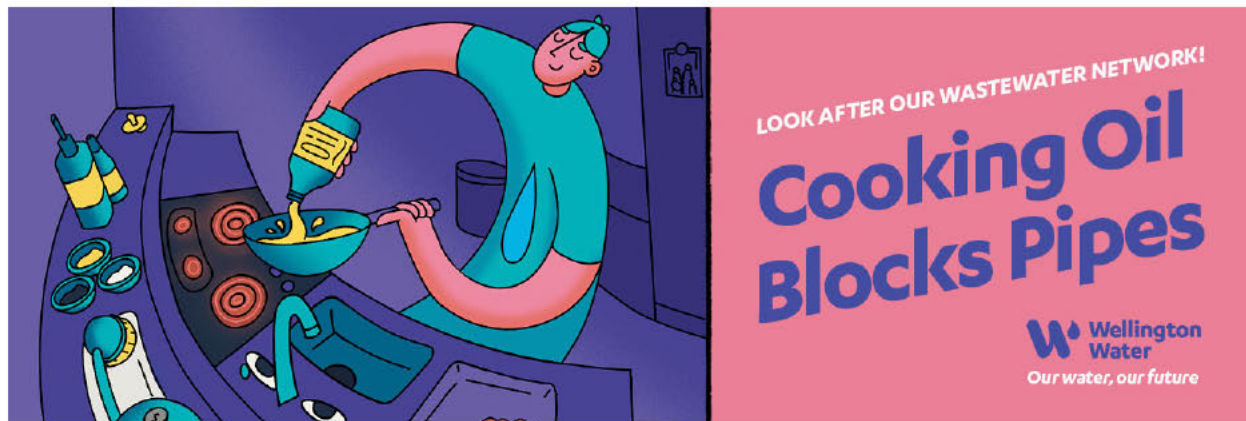
[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
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www.wellingtonwater.co.nz



From: [REDACTED]@gmail.com - [REDACTED]@gmail.com>
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To: [REDACTED]@wellingtonwater.co.nz>
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Regards
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Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
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[REDACTED]

[REDACTED] (she/her)

Chief Executive (Acting)



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LOOK AFTER OUR WASTEWATER NETWORK!

Cooking Oil Blocks Pipes

W Wellington
Water
Our water, our future

[REDACTED]

From: [REDACTED]
Sent: Monday, May 15, 2023 9:59 AM
To: [REDACTED]
Cc: Official Information
Subject: FW: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

Heyo,

Hope all is well.

Can we please have a chat about this one today when you're free.

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: [REDACTED]@wellingtonwater.co.nz>
Sent: Sunday, May 14, 2023 2:35 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: FW: Wellington Water - OIA Process Improvements

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[REDACTED]

[REDACTED] (she/her)
Chief Executive (Acting)

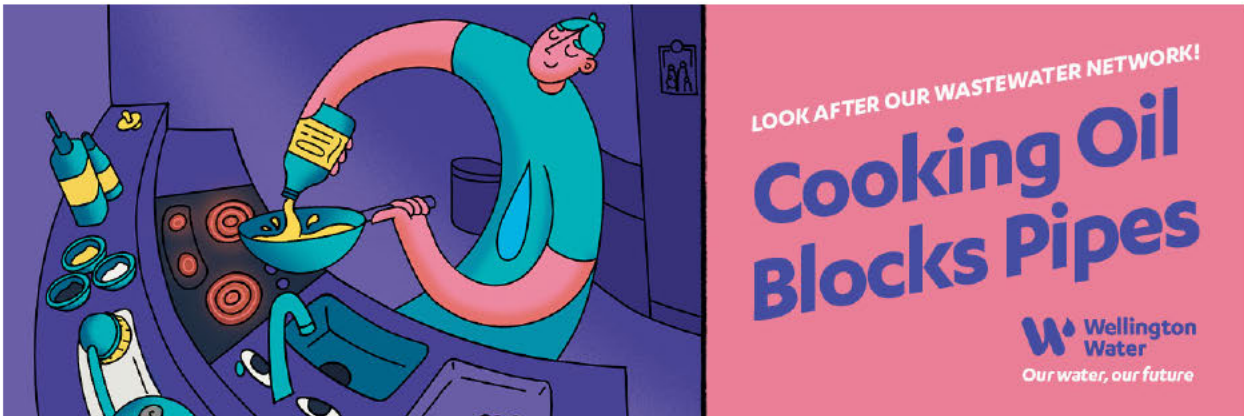


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Sent: Sunday, May 14, 2023 2:29 PM

To: [REDACTED]@wellingtonwater.co.nz>

Cc: [REDACTED]@wellingtonwater.co.nz>

Subject: RE: Wellington Water - OIA Process Improvements

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Regards

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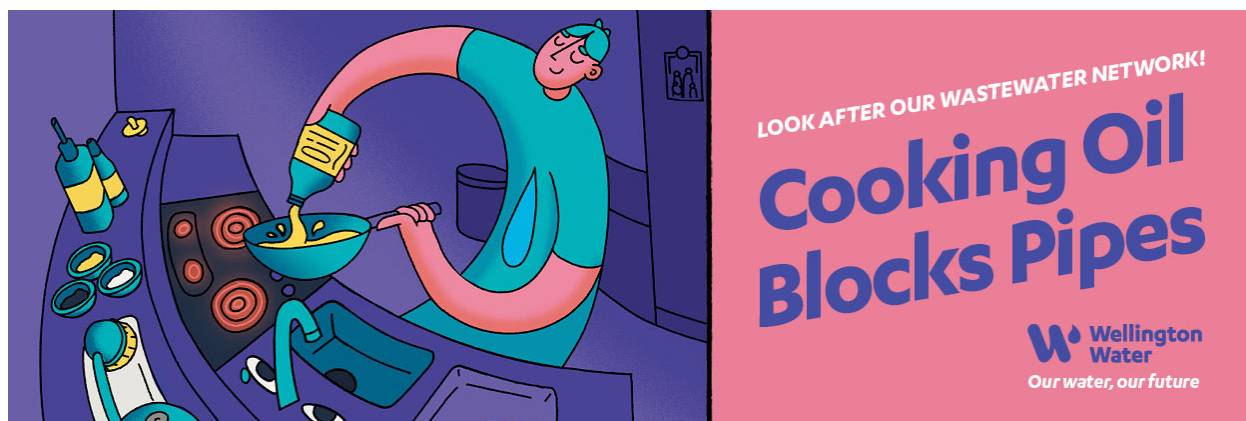
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[REDACTED]

From: Official Information
Sent: Monday, May 15, 2023 12:38 PM
To: [REDACTED]
Cc: Official Information
Subject: RE: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

Kia ora [REDACTED]

I have reached out to the ombudsman for some advice on this one.

It would be best we hold fire until then.

Thanks

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



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[REDACTED]

[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]



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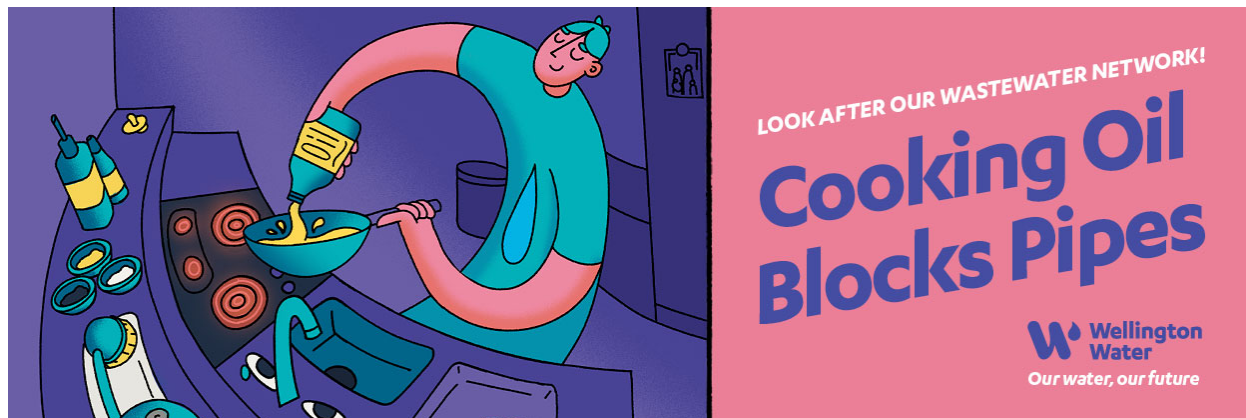
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www.wellingtonwater.co.nz



[REDACTED]

From: [REDACTED]@ombudsman.parliament.nz>
Sent: Monday, May 15, 2023 3:49 PM
To: Official Information
Subject: RE: Wellington Water - OIA Process Improvements
Categories: OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora [REDACTED]

I apologise I missed your call earlier today.

I am happy to answer any questions you have about the process for [REDACTED] now that the investigation into his concerns about the extension and delay have been discontinued. I can explain generally about the Ombudsman's process and typical position on certain things outlined in his public guidance. It seems likely this will help in your situation. You can reach me tomorrow after 1pm, or any time on Wednesday or Thursday this week. I will be out of office on Friday. My direct dial is [REDACTED].

If you are looking for more specific advice, this might be more suitable for the Ombudsman's the [Learning and Development Team or the Strategic Advice Team](#), who can provide more specific advice on requests and managing requestors.

Ngā mihi,

[REDACTED]
Senior Investigator
Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata
Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz
PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

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From: [REDACTED]
Sent: Monday, May 15, 2023 3:58 PM
To: Official Information
Subject: RE: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

Good idea...

[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: Official Information <official.information@wellingtonwater.co.nz>
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Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I have reached out to the ombudsman for some advice on this one.

It would be best we hold fire until then.

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[REDACTED]

[REDACTED] (he/him)

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Sent: Sunday, May 14, 2023 2:35 PM

To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

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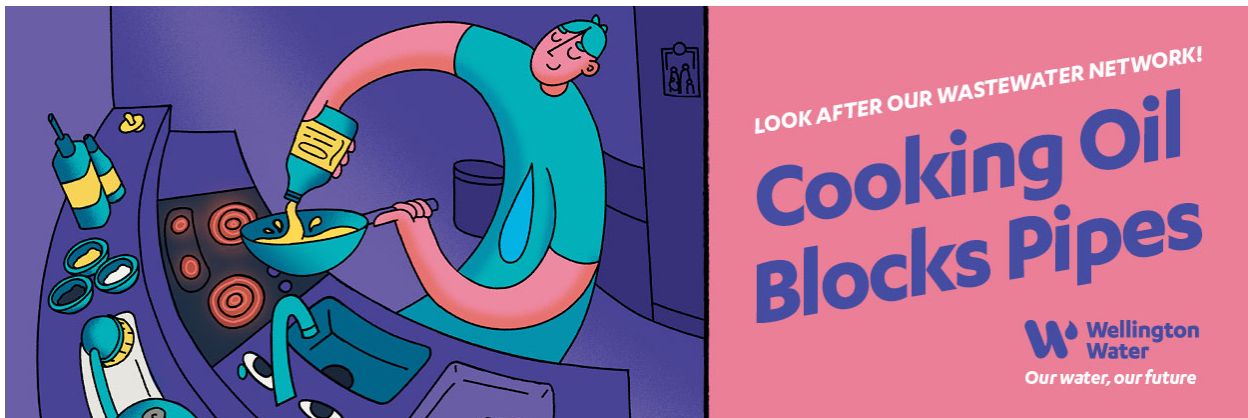
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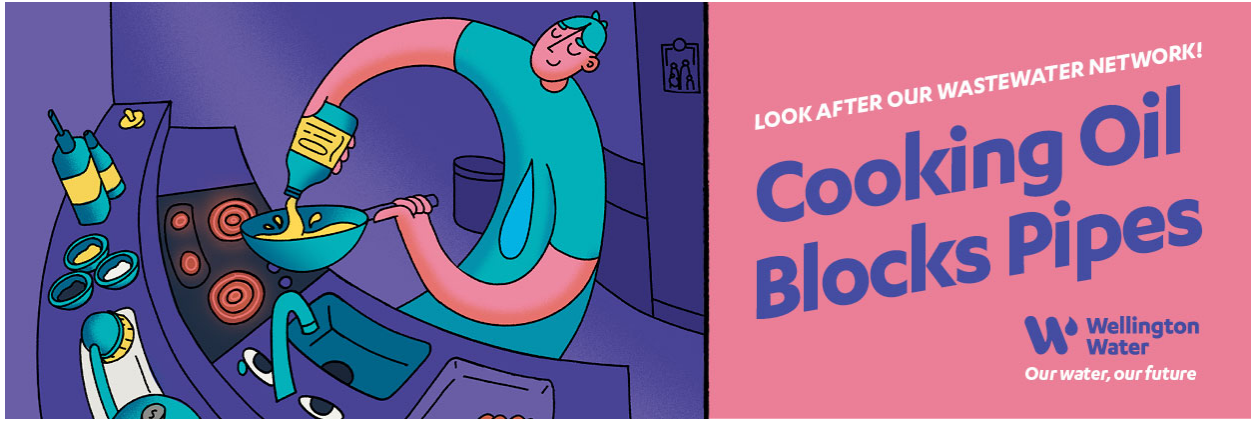
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[REDACTED] (she/her)
Chief Executive (Acting)



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To: Official Information
Subject: RE: Wellington Water - OIA Process Improvements
Categories: OIA IRO-422

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Kia ora [REDACTED]

I'm writing to let you know that I'm no able to call you back about [REDACTED] new requests today.

Unfortunately something has come up and I'll be unavailable for the rest of the afternoon. If you provide a time that suits tomorrow or on Thursday, I will call you to talk more then.

Again, apologies for this and the short notice. Hopefully we'll manage to get in touch soon.

Ngā mihi,

[REDACTED]
Senior Investigator

Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz

PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

IMPORTANT: The information contained in this email may be confidential or legally privileged. It is intended solely for the recipient or recipients named in this message. Please note that if you are not the intended recipient you are not authorised to use, copy or distribute the email or any information contained in it. If you have received this email in error, please advise the sender immediately and destroy the original message and any attachments.

From: [REDACTED]
Sent: 15 May 2023 15:47
To: 'Official Information' <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I apologise I missed your call earlier today.

I am happy to answer any questions you have about the process for [REDACTED] now that the investigation into his concerns about the extension and delay have been discontinued. I can explain generally about the Ombudsman's process and typical position on certain things outlined in his public guidance. It seems likely this will help in your situation. You can reach me tomorrow after 1pm, or any time on Wednesday or Thursday this week. I will be out of office on Friday. My direct dial is [REDACTED]

If you are looking for more specific advice, this might be more suitable for the Ombudsman's the [Learning and Development Team](#) or the [Strategic Advice Team](#), who can provide more specific advice on requests and managing requestors.

Ngā mihi,

[Redacted]

Senior Investigator

Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

Email [Redacted]@ombudsman.parliament.nz | www.ombudsman.parliament.nz

PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[Redacted]

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: Official Information
Sent: Tuesday, May 16, 2023 1:31 PM
To: [REDACTED]
Cc: Official Information
Subject: RE: Wellington Water - OIA Process Improvements
Attachments: RE: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

Kia ora [REDACTED]

That is totally understandable.

I am free between 9a.m. and 9.50a.m. tomorrow morning, or free after 2.30p.m.

See attached the [REDACTED] email I am wanting advice on.

Thanks

[REDACTED] (he/him)
Governance Coordinator - Business Services

[REDACTED]

Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]@ombudsman.parliament.nz>
Sent: Tuesday, May 16, 2023 1:23 PM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora [REDACTED]

I'm writing to let you know that I'm no able to call you back about [REDACTED] new requests today.

Unfortunately something has come up and I'll be unavailable for the rest of the afternoon. If you provide a time that suits tomorrow or on Thursday, I will call you to talk more then.

Again, apologies for this and the short notice. Hopefully we'll manage to get in touch soon.

Ngā mihi,

[REDACTED]
Senior Investigator

Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz

PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

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From: [REDACTED]

Sent: 15 May 2023 15:47

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Ngā mihi,

[REDACTED]
Senior Investigator

Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz

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[REDACTED]

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From: [REDACTED]

Sent: 15 May 2023 12:03

[REDACTED]

From: [REDACTED]@gmail.com
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui

[REDACTED] (she/her)

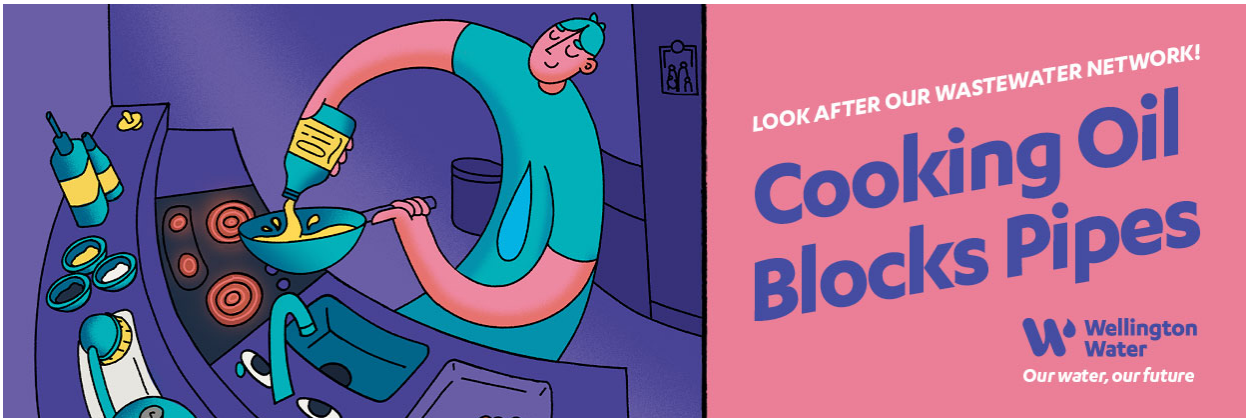
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



[REDACTED]

From: Official Information
Sent: Tuesday, May 16, 2023 4:32 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED] Official Information
Subject: Acknowledgment of Receipt - OIA IRO-422

Categories: OIA IRO-422

Kia ora [REDACTED]

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 12 Jun 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]
[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

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[REDACTED] – thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

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3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] and I assume yourself – already holds all the relevant files and notes.

Regards
[REDACTED]

From: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>
Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui
[REDACTED]

[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



LOOK AFTER OUR WASTEWATER NETWORK!

Cooking Oil Blocks Pipes

W Wellington
Water
Our water, our future

From: [REDACTED]
Sent: Wednesday, May 17, 2023 8:13 AM
To: [REDACTED] Official Information
Cc: [REDACTED]
Subject: FW: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

Hi [REDACTED]

Just a quick reminder we were going to acknowledge receipt (ideally with the Ombudsman's response, but if not, just to say we have it and are working on a response.

If you think it would be good to come from me, then [REDACTED] can send...

Ngā mihi

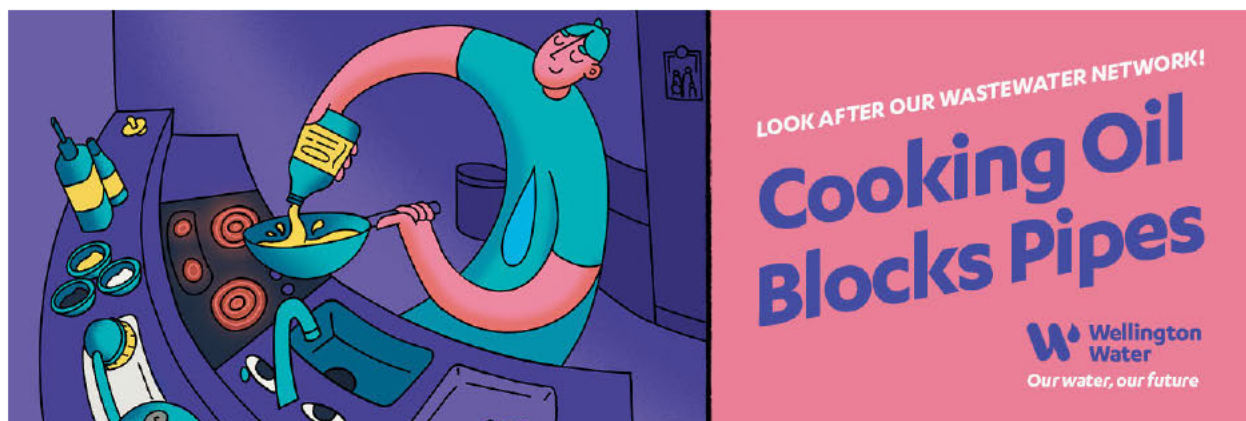
[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]@gmail.com [REDACTED]@gmail.com>
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

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██████ - thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

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I would expect you will be able to get back to me well within the statutory period given ██████████ and I assume yourself – already holds all the relevant files and notes.

Regards

From: ██████████ [wellingtonwater.co.nz](mailto:████████@wellingtonwater.co.nz)>
Sent: Wednesday, May 10, 2023 1:04 PM
To: ██████████ [@gmail.com](mailto:████████@gmail.com)
Cc: ██████████ [@wellingtonwater.co.nz](mailto:████████@wellingtonwater.co.nz)>
Subject: Wellington Water - OIA Process Improvements

Kia ora ██████████

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui

████████ (she/her)

Chief Executive (Acting)



Tel 04 912 4400 Mob ██████████

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LOOK AFTER OUR WASTEWATER NETWORK!

Cooking Oil Blocks Pipes

W Wellington
Water
Our water, our future

[REDACTED]

From: Official Information
Sent: Wednesday, May 17, 2023 9:31 AM
To: [REDACTED] Official Information
Cc: [REDACTED]
Subject: RE: Wellington Water - OIA Process Improvements

Importance: High

Categories: OIA IRO-422

Kia ora [REDACTED]

Thank you for the reminder!

I sent off an acknowledgement yesterday to Mark, and will be having a call with the ombudsman investigator this afternoon.

Thanks

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: [REDACTED]@wellingtonwater.co.nz
Sent: Wednesday, May 17, 2023 8:13 AM
To: [REDACTED]@wellingtonwater.co.nz; Official Information
<official.information@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz
Subject: FW: Wellington Water - OIA Process Improvements

Hi [REDACTED]

Just a quick reminder we were going to acknowledge receipt (ideally with the Ombudsman's response, but if not, just to say we have it and are working on a response.

If you think it would be good to come from me, then [REDACTED] can send...

Ngā mihi
[REDACTED]

(she/her)

Chief Executive (Acting)

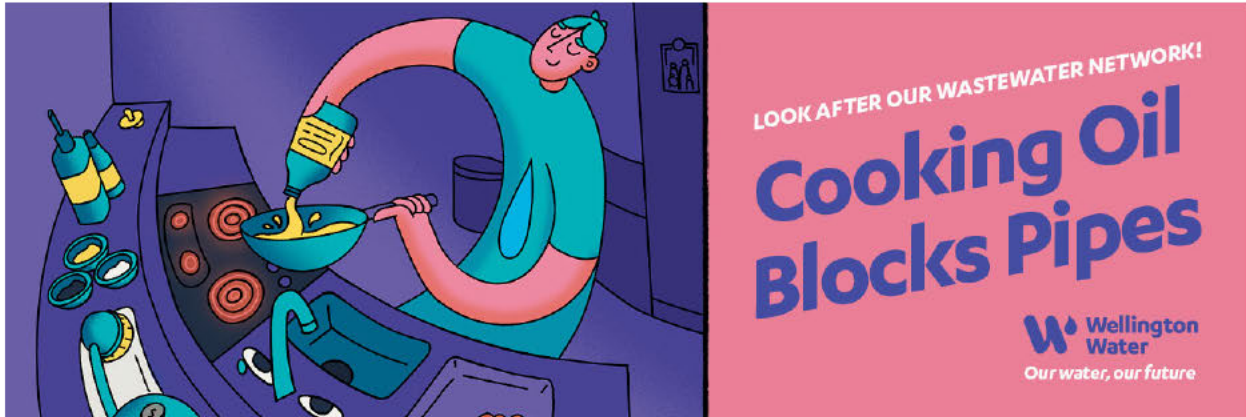


Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Sunday, May 14, 2023 2:29 PM

To: [REDACTED]@wellingtonwater.co.nz>

Cc: [REDACTED]@wellingtonwater.co.nz>

Subject: RE: Wellington Water - OIA Process Improvements

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[REDACTED] thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

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I would expect you will be able to get back to me well within the statutory period given [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards

From: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>
Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui

[REDACTED] (she/her)

Chief Executive (Acting)

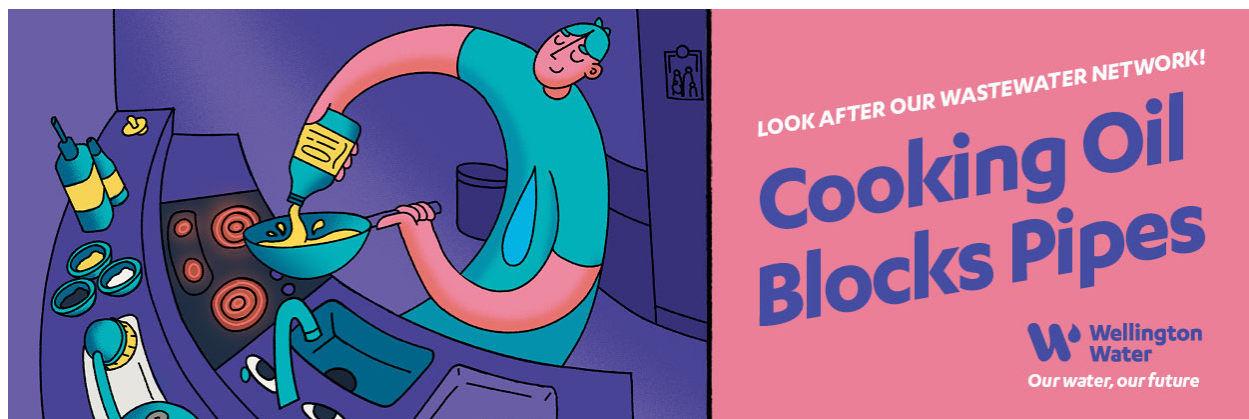


Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Wednesday, May 17, 2023 4:40 PM
To: Official Information
Subject: RE: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

Thanks :)

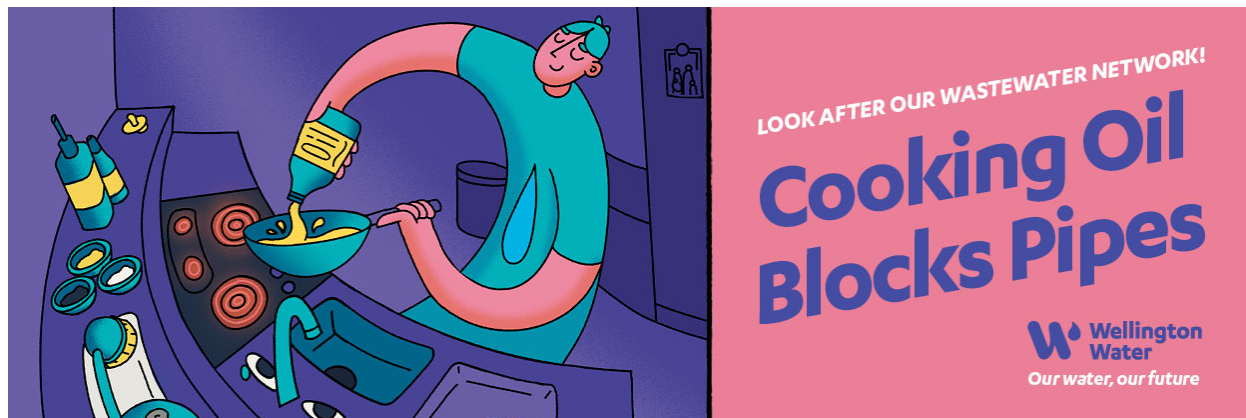
[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Wednesday, May 17, 2023 9:31 AM
To: [REDACTED]@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz
Subject: RE: Wellington Water - OIA Process Improvements
Importance: High

Kia ora [REDACTED]

Thank you for the reminder!

I sent off an acknowledgement yesterday to [REDACTED] and will be having a call with the ombudsman investigator this afternoon.

Thanks

██████████

██████████ (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob ██████████
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From: ██████████@wellingtonwater.co.nz>
Sent: Wednesday, May 17, 2023 8:13 AM
To: ██████████@wellingtonwater.co.nz>; Official Information
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Cc: ██████████@wellingtonwater.co.nz>
Subject: FW: Wellington Water - OIA Process Improvements

Hi ██████████

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If you think it would be good to come from me, then ██████████ can send...

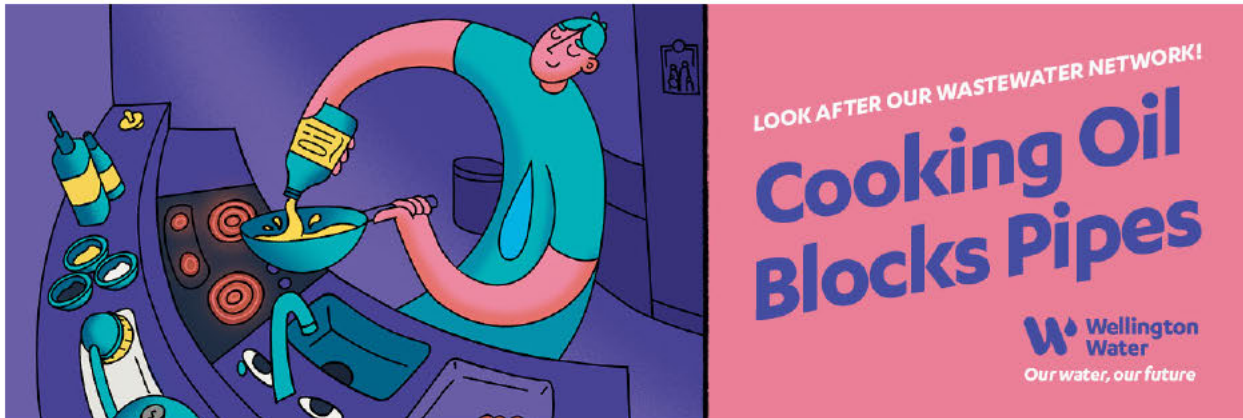
Ngā mihi

██████████

██████████ (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob ██████████
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
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Sent: Sunday, May 14, 2023 2:29 PM
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Cc: [REDACTED]@wellingtonwater.co.nz>
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Regards
[REDACTED]

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Sent: Wednesday, May 10, 2023 1:04 PM

To: [redacted]@gmail.com
Cc: [redacted]@wellingtonwater.co.nz
Subject: Wellington Water - OIA Process Improvements

Kia ora [redacted]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui
[redacted]

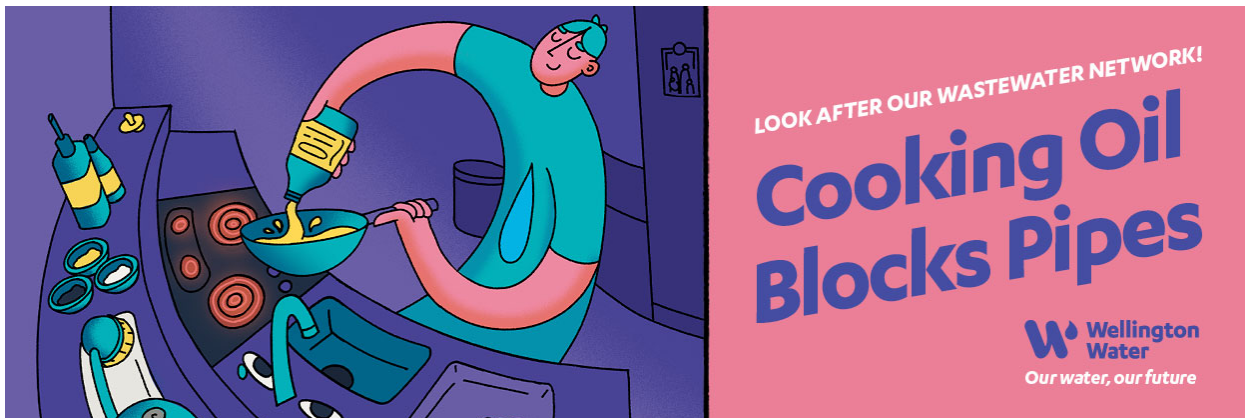
[redacted] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [redacted]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]@ombudsman.parliament.nz>
Sent: Wednesday, May 17, 2023 3:57 PM
To: Official Information
Subject: RE: Wellington Water - OIA Process Improvements
Categories: OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora [REDACTED]

Thank you for your time today to speak about [REDACTED] new request for information.

As explained, it seems that the plan to respond to [REDACTED] request is the right option to take as this is a new request and will require a new decision. I cannot provide exact advice on what to do in this situation given my role at the Ombudsman's Office and the likelihood of [REDACTED] raising a fresh complaint, which the Ombudsman's office will be required to investigate. However, I can provide general advice on the Ombudsman's typical position and online guidance available to agencies which might help.

Definition of official information

[Section 2\(1\) of the OIA](#) defines 'official information' as 'any information held' by an agency or Minister. In relation to this, the Ombudsman typically draws a distinction between:

- questions which can be answered by providing information already known to and therefore 'held' by the agency; and
- questions which require the agency to form an opinion or provide an explanation, thereby creating new information in order to respond to the request.

More information around the definition of what constitutes 'official information' can be found in the [Ombudsman's guidance for agencies on pages 6-8](#). In most cases, an agency or Minister is not required to respond to a request by generating an opinion or explanation, or providing a justification. Similarly, a response is not considered to be incomplete when the request seeks justification or explanation from an agency or Minister where that specific the information is not already held or the information provided is simply disagreed with. The exception to this is [section 23 of the OIA](#), which provides an individual right to request a written statement of reasons for a decision made about themselves. If you are concerned this might apply, it might be useful to refer to the description of what constitutes a decision or recommendation and the relevant case study on page 6.

I see that [REDACTED] has asked Wellington Water to confirm that it '*...acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.*'

In conjunction with any other explanation you provide about whether this information is official information, it might be useful to explain to [REDACTED] that the [Ombudsman's role under the LGOIMA is to investigate whether the decisions of agencies under the LGOIMA were unreasonable or not](#) and that if he is not satisfied with the decision and information provided to him, it is open to him to contact the Ombudsman to formally investigate this. Alternatively, he can have his concerns about the decision to extend the timeframe reopened if these have not been resolved by the letter from Wellington Water's CE. This certainly seems like a more effective avenue for him to consider to find an answer to his concerns.

When information does not exist

In relation to information which has already been provided to requesters, it is often helpful to point them directly to the place this information has already been released. If there is no further information available, after explaining this, the technical decision is often a refusal under [section 17\(e\) or \(g\) of the LGOIMA](#).

Collation vs creation

The Ombudsman has some [guidance around the definition of 'collation' compared to 'creation'](#) of information. Essentially, if the work required to complete the request is such that it amounts to the creation of new information, rather than extraction or compilation of existing information, the relevant refusal ground to consider is section 17(e) or 17(g)—information not held.

Other advice

If the issues raised continue or escalate in a way which makes creates challenges when responding to [REDACTED] requests, it may be useful to get more specialised advice from the Ombudsman's [Learning and Development Team or the Strategic Advice Team](#), who can provide more specific advice on requests and managing requestors.

If you have any questions about this, you can reach me on my direct dial [REDACTED] or at this email address.

Ngā mihi,

[REDACTED]
Senior Investigator
Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata
Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz
PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

IMPORTANT: The information contained in this email may be confidential or legally privileged. It is intended solely for the recipient or recipients named in this message. Please note that if you are not the intended recipient you are not authorised to use, copy or distribute the email or any information contained in it. If you have received this email in error, please advise the sender immediately and destroy the original message and any attachments.

From: Official Information <official.information@wellingtonwater.co.nz>
Sent: 16 May 2023 13:31
To: [REDACTED]@ombudsman.parliament.nz>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

That is totally understandable.

I am free between 9a.m. and 9.50a.m. tomorrow morning, or free after 2.30p.m.

See attached the [REDACTED] email I am wanting advice on.

Thanks

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED] <[\[REDACTED\]@ombudsman.parliament.nz](mailto:[REDACTED]@ombudsman.parliament.nz)>
Sent: Tuesday, May 16, 2023 1:23 PM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora [REDACTED]

I'm writing to let you know that I'm no able to call you back about [REDACTED] new requests today.

Unfortunately something has come up and I'll be unavailable for the rest of the afternoon. If you provide a time that suits tomorrow or on Thursday, I will call you to talk more then.

Again, apologies for this and the short notice. Hopefully we'll manage to get in touch soon.

Ngā mihi,

[REDACTED]
Senior Investigator
Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata
Email [\[REDACTED\]@ombudsman.parliament.nz](mailto:[REDACTED]@ombudsman.parliament.nz) | www.ombudsman.parliament.nz
PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

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From: [REDACTED]
Sent: 15 May 2023 15:47
To: 'Official Information' <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I apologise I missed your call earlier today.

I am happy to answer any questions you have about the process for [REDACTED] now that the investigation into his concerns about the extension and delay have been discontinued. I can explain generally about the Ombudsman's process and typical position on certain things outlined in his public guidance. It seems likely this will help in your situation. You can reach me tomorrow after 1pm, or any time on Wednesday or Thursday this week. I will be out of office on Friday. My direct dial is [REDACTED]

If you are looking for more specific advice, this might be more suitable for the Ombudsman's the [Learning and Development Team](#) or the [Strategic Advice Team](#), who can provide more specific advice on requests and managing requestors.

Ngā mihi,

[REDACTED]

Senior Investigator

Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz

PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Official Information
Sent: Thursday, May 18, 2023 10:51 AM
To: [REDACTED]
Cc: Official Information
Subject: RE: Wellington Water - OIA Process Improvements

Categories: OIA IRO-422

Mōrena [REDACTED]

Thank you for your email and general guidance.

Ngā mihi nui

[REDACTED]
[REDACTED] (he/him)
[Governance Coordinator - Business Services](#)

[REDACTED]
Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: [REDACTED]@ombudsman.parliament.nz>
Sent: Wednesday, May 17, 2023 3:57 PM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora [REDACTED]

Thank you for your time today to speak about [REDACTED] new request for information.

As explained, it seems that the plan to respond to [REDACTED] request is the right option to take as this is a new request and will require a new decision. I cannot provide exact advice on what to do in this situation given my role at the Ombudsman's Office and the likelihood of [REDACTED] raising a fresh complaint, which the Ombudsman's office will be required to investigate. However, I can provide general advice on the Ombudsman's typical position and online guidance available to agencies which might help.

Definition of official information

[Section 2\(1\) of the OIA](#) defines 'official information' as 'any information held' by an agency or Minister. In relation to this, the Ombudsman typically draws a distinction between:

- questions which can be answered by providing information already known to and therefore ‘held’ by the agency; and
- questions which require the agency to form an opinion or provide an explanation, thereby creating new information in order to respond to the request.

More information around the definition of what constitutes ‘official information’ can be found in the [Ombudsman’s guidance for agencies on pages 6-8](#). In most cases, an agency or Minister is not required to respond to a request by generating an opinion or explanation, or providing a justification. Similarly, a response is not considered to be incomplete when the request seeks justification or explanation from an agency or Minister where that specific the information is not already held or the information provided is simply disagreed with. The exception to this is [section 23 of the OIA](#), which provides an individual right to request a written statement of reasons for a decision made about themselves. If you are concerned this might apply, it might be useful to refer to the description of what constitutes a decision or recommendation and the relevant case study on page 6.

I see that [REDACTED] has asked Wellington Water to confirm that it ‘...acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.’

In conjunction with any other explanation you provide about whether this information is official information, it might be useful to explain to [REDACTED] that the [Ombudsman’s role under the LGOIMA is to investigate whether the decisions of agencies under the LGOIMA were unreasonable or not](#) and that if he is not satisfied with the decision and information provided to him, it is open to him to contact the Ombudsman to formally investigate this. Alternatively, he can have his concerns about the decision to extend the timeframe reopened if these have not been resolved by the letter from Wellington Water’s CE. This certainly seems like a more effective avenue for him to consider to find an answer to his concerns.

When information does not exist

In relation to information which has already been provided to requesters, it is often helpful to point them directly to the place this information has already been released. If there is no further information available, after explaining this, the technical decision is often a refusal under [section 17\(e\) or \(g\) of the LGOIMA](#).

Collation vs creation

The Ombudsman has some [guidance around the definition of ‘collation’ compared to ‘creation’](#) of information. Essentially, if the work required to complete the request is such that it amounts to the creation of new information, rather than extraction or compilation of existing information, the relevant refusal ground to consider is section 17(e) or 17(g)—information not held.

Other advice

If the issues raised continue or escalate in a way which makes creates challenges when responding to [REDACTED] requests, it may be useful to get more specialised advice from the Ombudsman’s [Learning and Development Team or the Strategic Advice Team](#), who can provide more specific advice on requests and managing requestors.

If you have any questions about this, you can reach me on my direct dial [REDACTED] or at this email address.

Ngā mihi,

[REDACTED]
Senior Investigator

Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz

PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

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From: Official Information <official.information@wellingtonwater.co.nz>
Sent: 16 May 2023 13:31
To: [REDACTED] <[\[REDACTED\]@ombudsman.parliament.nz](mailto:[REDACTED]@ombudsman.parliament.nz)>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

That is totally understandable.

I am free between 9a.m. and 9.50a.m. tomorrow morning, or free after 2.30p.m.

See attached the [REDACTED] email I am wanting advice on.

Thanks

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services

[REDACTED]

Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: [REDACTED] <[\[REDACTED\]@ombudsman.parliament.nz](mailto:[REDACTED]@ombudsman.parliament.nz)>
Sent: Tuesday, May 16, 2023 1:23 PM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora [REDACTED]

I'm writing to let you know that I'm no able to call you back about [REDACTED] new requests today.

Unfortunately something has come up and I'll be unavailable for the rest of the afternoon. If you provide a time that suits tomorrow or on Thursday, I will call you to talk more then.

Again, apologies for this and the short notice. Hopefully we'll manage to get in touch soon.

Ngā mihi,

[REDACTED]
Senior Investigator
Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata
Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz
PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

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From: [REDACTED]
Sent: 15 May 2023 15:47
To: 'Official Information' <official.information@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I apologise I missed your call earlier today.

I am happy to answer any questions you have about the process for [REDACTED] now that the investigation into his concerns about the extension and delay have been discontinued [REDACTED] generally about the Ombudsman's process and typical position on certain things outlined in his public guidance. It seems likely this will help in your situation. You can reach me tomorrow after 1pm, or any time on Wednesday or Thursday this week. I will be out of office on Friday. My direct dial is [REDACTED].

If you are looking for more specific advice, this might be more suitable for the Ombudsman's the [Learning and Development Team or the Strategic Advice Team](#), who can provide more specific advice on requests and managing requestors.

Ngā mihi,

[REDACTED]
Senior Investigator
Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata
Email [REDACTED]@ombudsman.parliament.nz | www.ombudsman.parliament.nz
PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

[REDACTED]

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[REDACTED]

From: Official Information
Sent: Wednesday, June 14, 2023 9:33 AM
To: [REDACTED]
Cc: Official Information
Subject: FW: Acknowledgment of Receipt - OIA IRO-422

Categories: OIA IRO-422

Howdy,

Hope all is well.

In our chat today please!

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>
Sent: Tuesday, June 13, 2023 7:39 PM
To: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

[REDACTED] – you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

Regards
[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Tuesday, June 13, 2023 12:08 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz>; Official Information

<official.information@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

[REDACTED]

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, May 16, 2023 4:32 PM

To: [REDACTED]@gmail.com

Cc: [REDACTED]@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>

Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 12 Jun 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Sunday, May 14, 2023 2:29 PM

To: [REDACTED]@wellingtonwater.co.nz>

Cc: [REDACTED]@wellingtonwater.co.nz>

Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] and I assume yourself – already holds all the relevant files and notes.

Regards
[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>

Sent: Wednesday, May 10, 2023 1:04 PM

To: [REDACTED]@gmail.com

Cc: [REDACTED] wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui
[REDACTED]

[REDACTED] (she/her)

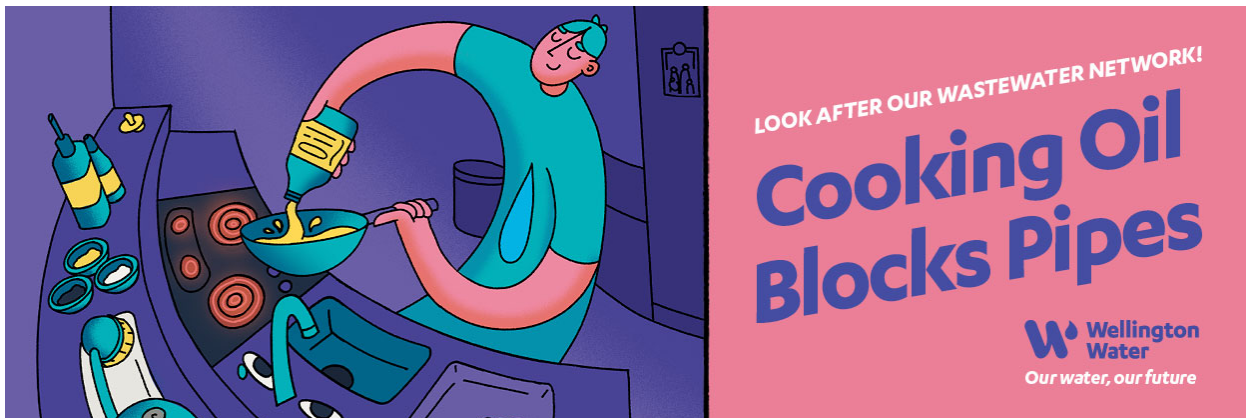
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



[REDACTED]

From: Official Information
Sent: Wednesday, June 14, 2023 10:30 AM
To: [REDACTED]
Cc: Official Information
Subject: Mark Armstrong -OIA IRO-422

Categories: OIA IRO-422

Good morning all,

[REDACTED] – sorry but there isn't an invite in your calendar. Will sort for another day.

The plan I had with the below request was that while I was away, our [REDACTED] would have had a chat with the requester and then a charge letter be sent. I did not have time before I left on leave to have a call with him and left a note on [REDACTED] desk.

Once we had affixed the charge, and he agreed to it – we would've set 20 working days following that or would have declined as per set out in the charging letter.

The reality is I was away and this matter was unable to be dealt with as it usually would – and I think this needs to be front footed. See my proposed response, from [REDACTED] Below...

"Kia ora [REDACTED]

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and I acknowledge that my expectations of the team have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as our key LGOIMA Coordinator was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

Ngā mihi nui

[REDACTED]
-ENDS"

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Wednesday, June 14, 2023 9:33 AM
To: [REDACTED]@wellingtonwater.co.nz
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: FW: Acknowledgment of Receipt - OIA IRO-422

Howdy,

Hope all is well.

In our chat today please!

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: [REDACTED]@gmail.com [REDACTED]@gmail.com
Sent: Tuesday, June 13, 2023 7:39 PM
To: Official Information <official.information@wellingtonwater.co.nz> [REDACTED]
[REDACTED]@wellingtonwater.co.nz
Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

[REDACTED] - you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

Regards

[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Tuesday, June 13, 2023 12:08 PM

To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz; Official Information
<official.information@wellingtonwater.co.nz>
Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

[REDACTED]

Ngā mihi nui

[REDACTED]

[REDACTED]

(he/him)

Governance Coordinator - Business Services



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Private Bag 39804, Wellington Mail Centre 5045
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Sent: Tuesday, May 16, 2023 4:32 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz; Official Information
<official.information@wellingtonwater.co.nz>
Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 12 Jun 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]
[REDACTED]ne/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: [REDACTED]@gmail.com [REDACTED]@gmail.com>
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] – thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards
[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui
[REDACTED]

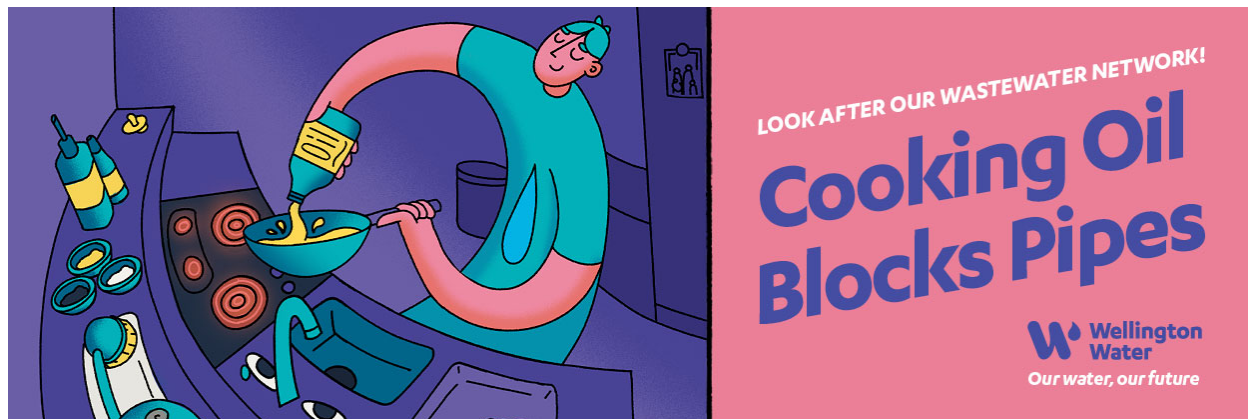
[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Wednesday, June 14, 2023 11:12 AM
To: Official Information; [REDACTED]
Subject: RE: Mark Armstrong -OIA IRO-422

Categories: OIA IRO-422

Hi – I think you should send that one [REDACTED] if he comes back I can talk to it.

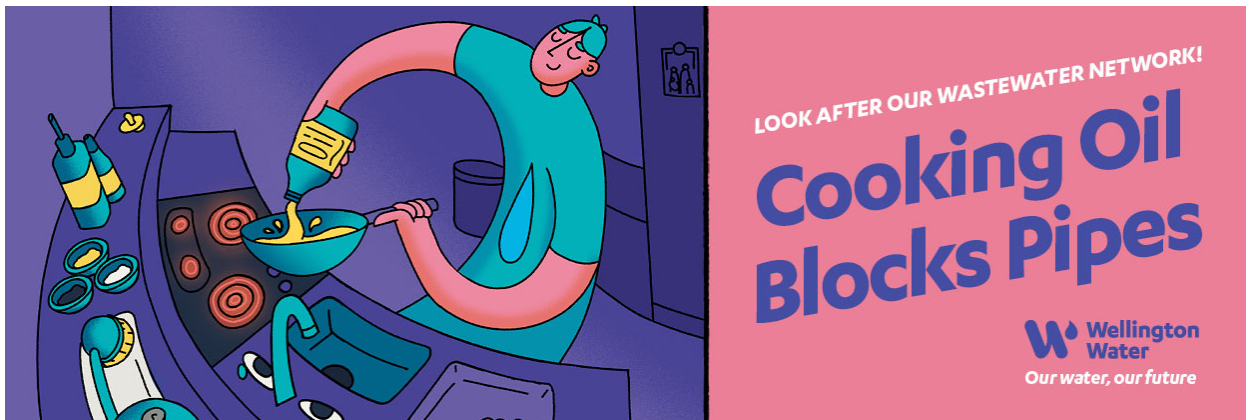
[REDACTED] (she/her)
Chief Executive



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Wednesday, June 14, 2023 10:30 AM

To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: Mark Armstrong -OIA IRO-422

Good morning all,

[REDACTED] – sorry but there isn't an invite in your calendar. Will sort for another day.

The plan I had with the below request was that while I was away, our [REDACTED] would have had a chat with the requester and then a charge letter be sent. I did not have time before I left on leave to have a call with him and left a note on [REDACTED] desk.

Once we had affixed the charge, and he agreed to it – we would've set 20 working days following that or would have declined as per set out in the charging letter.

The reality is I was away and this matter was unable to be dealt with as it usually would – and I think this needs to be front footed. See my proposed response, from [REDACTED] Below...

"Kia ora [REDACTED]

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and I acknowledge that my expectations of the team have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as our key LGOIMA Coordinator was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

Ngā mihi nui

[REDACTED]
-ENDS"

[REDACTED] (he/him)
Governance Coordinator - Business Services



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From: Official Information <official.information@wellingtonwater.co.nz>

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To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: FW: Acknowledgment of Receipt - OIA IRO-422

Howdy,

Hope all is well.

In our chat today please!

█

█ (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
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From: █@gmail.com - █@gmail.com
Sent: Tuesday, June 13, 2023 7:39 PM
To: Official Information <official.information@wellingtonwater.co.nz>; █@wellingtonwater.co.nz
Subject: RE: Acknowledgment of Receipt - OIA IRO-422

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█ - what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.
█ - you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”
Regards
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Sent: Tuesday, June 13, 2023 12:08 PM
To: █@gmail.com
Cc: █@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora █

I hope this email finds you well.
Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?
If so, I have attached my phone number below.

█

Ngā mihi nui

█

[REDACTED] (he/him)

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Cc: [REDACTED]@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>

Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

Official information request on follow up to OIA IRO-379.

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If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)

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Subject: Wellington Water - OIA Process Improvements

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[REDACTED]

[REDACTED] (she/her)

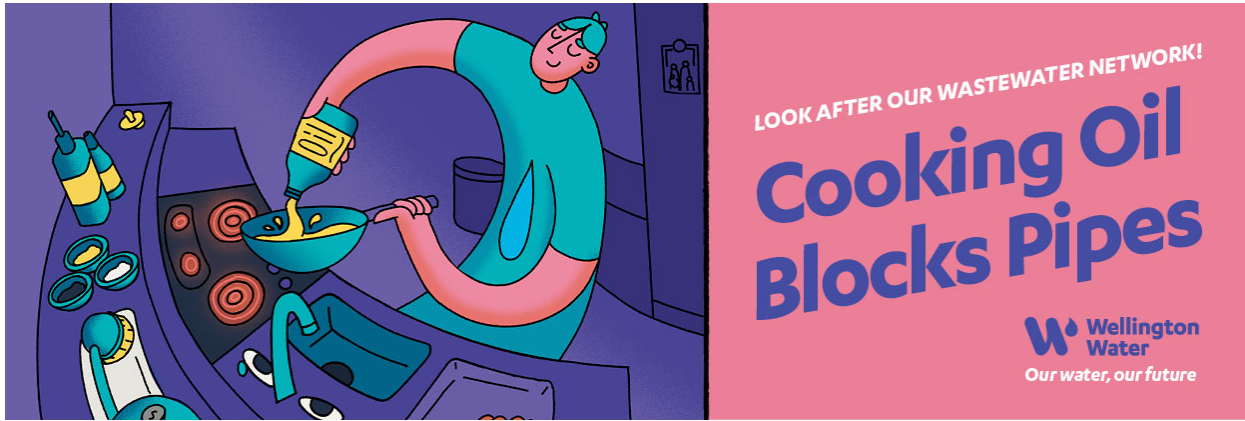
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: Official Information
Sent: Wednesday, June 14, 2023 11:16 AM
To: [REDACTED]
Cc: Official Information
Subject: RE: Mark Armstrong -OIA IRO-422

Categories: OIA IRO-422

Thanks

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



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Sent: Wednesday, June 14, 2023 11:12 AM
To: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz; [REDACTED]@wellingtonwater.co.nz; [REDACTED]
[REDACTED]@wellingtonwater.co.nz
Subject: RE: [REDACTED]-OIA IRO-422

Hi – I think you should send that one [REDACTED]... if he comes back I can talk to it.

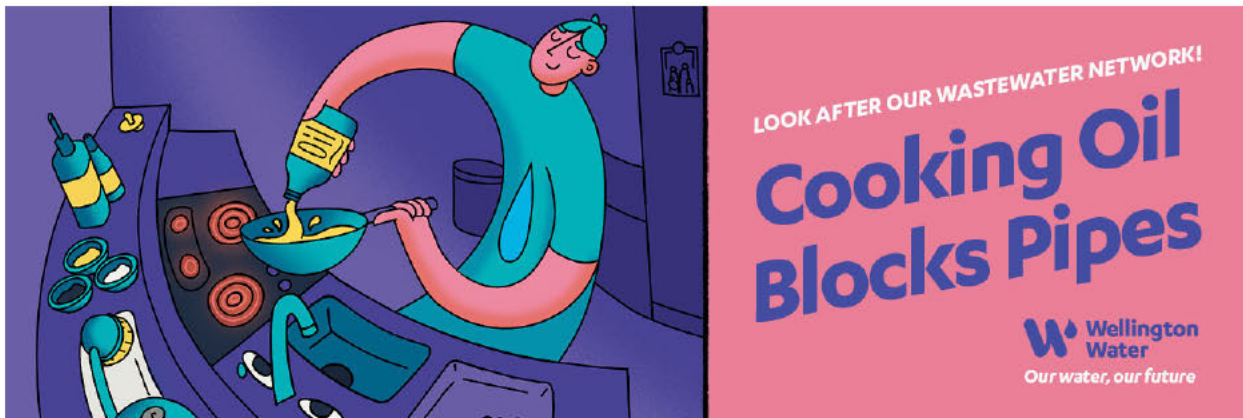
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From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Wednesday, June 14, 2023 10:30 AM

To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: [REDACTED] OIA IRO-422

Good morning all,

[REDACTED] – sorry but there isn't an invite in your calendar. Will sort for another day.

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Ngā mihi nui

[REDACTED]
-ENDS"

[REDACTED] (he/him)

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From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Wednesday, June 14, 2023 9:33 AM
To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: FW: Acknowledgment of Receipt - OIA IRO-422

Howdy,

Hope all is well.

In our chat today please!

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



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From: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)> [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>
Sent: Tuesday, June 13, 2023 7:39 PM
To: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: RE: Acknowledgment of Receipt - OIA IRO-422

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██████ – what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

██████ – you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

Regards

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, June 13, 2023 12:08 PM

To: ████████@gmail.com

Cc: ████████@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora ████████

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

██████
██████
Ngā mihi nui

██████ (he/him)

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From: Official Information <official.information@wellingtonwater.co.nz>

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To: ████████@gmail.com

Cc: ████████@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>

Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora ████████

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Ngā mihi,

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



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Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

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[REDACTED] - thank you for your 10 May letter.

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Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED] <[REDACTED]@gmail.com>
Cc: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

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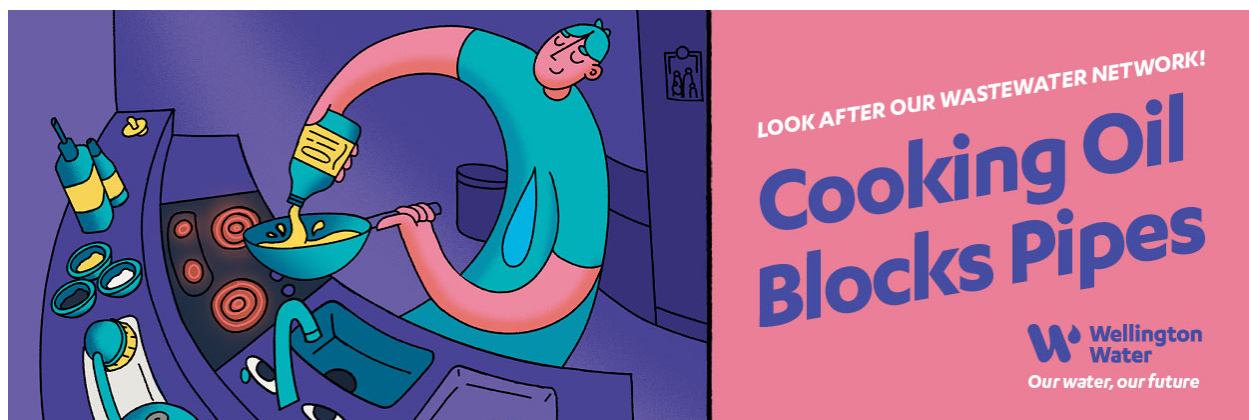
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

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Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: Official Information
Sent: Wednesday, June 14, 2023 11:19 AM
To: [REDACTED]@gmail.com
Cc: Official Information; [REDACTED]
Subject: Follow up to OIA IRO-422

Categories: OIA IRO-422

Kia ora [REDACTED]

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and that the CE's expectations have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as I was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

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4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period give [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards
[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui
[REDACTED]

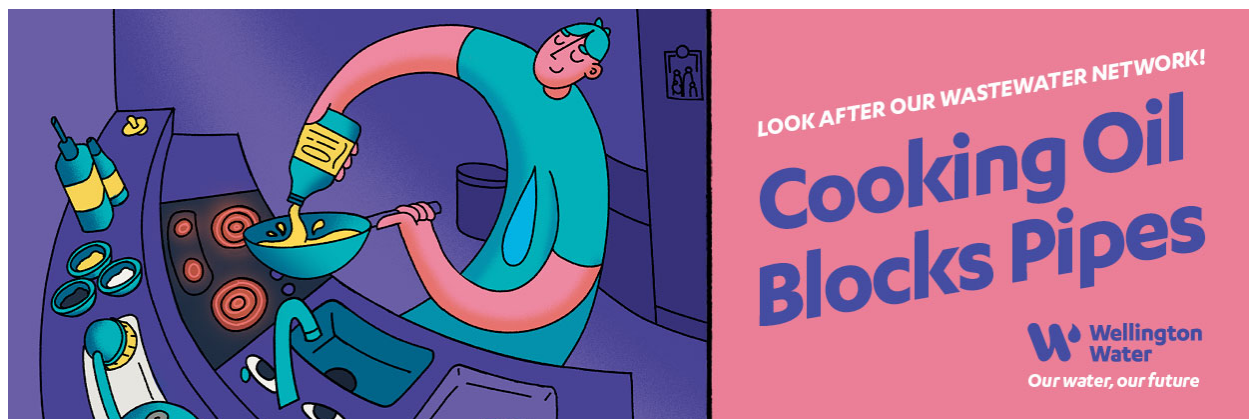
[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



██████████

From: Official Information
Sent: Friday, June 16, 2023 9:47 AM
To: ██████████
Cc: Official Information
Subject: RE: Follow up to OIA IRO-422

Categories: OIA IRO-422

Hi there,

That looks good – thank you!

██████████

██████████ (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: ██████████@wellingtonwater.co.nz>
Sent: Thursday, June 15, 2023 7:10 PM
To: ██████████@wellingtonwater.co.nz>; ██████████@wellingtonwater.co.nz>
Subject: RE: Follow up to OIA IRO-422

Hi ██████████ – are you ok if I send this?

STARTS
Kia ora ██████████

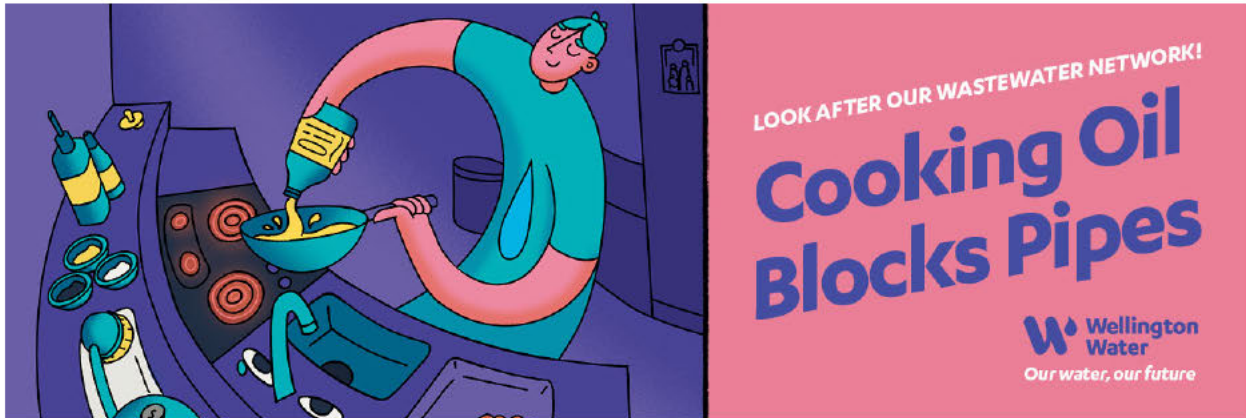
██████████ made me aware of the issue when he returned from leave this week. He has expressed his regret, and I will work with him and his line manager on better processes for when he is on leave.

Unfortunately we don't have a lot of people here, so it is hard for ██████████ to meet all the requests on time. But we definitely need to work through better cover in ██████████ absence.

My apologies, again...

ENDS.

██████████ (she/her)
Chief Executive



From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Wednesday, June 14, 2023 8:04 PM

To: [REDACTED]@wellingtonwater.co.nz>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: Follow up to OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] – this is a blatant abuse of process, which I think you know.

Yet again Wellington Water chooses to miss a statutory deadline, without explanation and without consultation or agreement, and then arbitrarily extends the date by 15 working days. How does this reconcile with your commitment that “the team agrees and we will be making sure this occurs in the future” in respect of being transparent in its dealings with me?

Where is your management accountability here, and how can you sanction [REDACTED] casual approach to managing Wellington Water’s statutory obligations? [REDACTED] leave was presumably planned and approved. You have had over 20 working days to pull together the information. [REDACTED] was only on leave for a week. What did [REDACTED] do re my request for the other 15 working days?

On what basis is [REDACTED] planning to request payment to process my request? There is nothing novel or complicated about what I asked for.

Please show a little courtesy and get back to me on this, and also address my question to you on how you reconcile what you wrote to me against your actual performance.

Finally, is my sense correct that Wellington Water thumbs its nose at its statutory obligations knowing full well there are no consequences?

Regards

[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Wednesday, June 14, 2023 11:19 AM

To: [REDACTED]@gmail.com

Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: Follow up to OIA IRO-422

Kia ora [REDACTED]

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and that the CE's expectations have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as I was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

Ngā mihi nui,

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

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From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Tuesday, June 13, 2023 7:39 PM

To: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

[REDACTED] - you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

Regards

[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Tuesday, June 13, 2023 12:08 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

[REDACTED]

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Tuesday, May 16, 2023 4:32 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>
Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 12 Jun 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>

Sent: Sunday, May 14, 2023 2:29 PM

To: [REDACTED]@wellingtonwater.co.nz

Cc: [REDACTED]@wellingtonwater.co.nz

Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] – thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards

[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: [REDACTED] 04 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui
[REDACTED]

[REDACTED] (she/her)

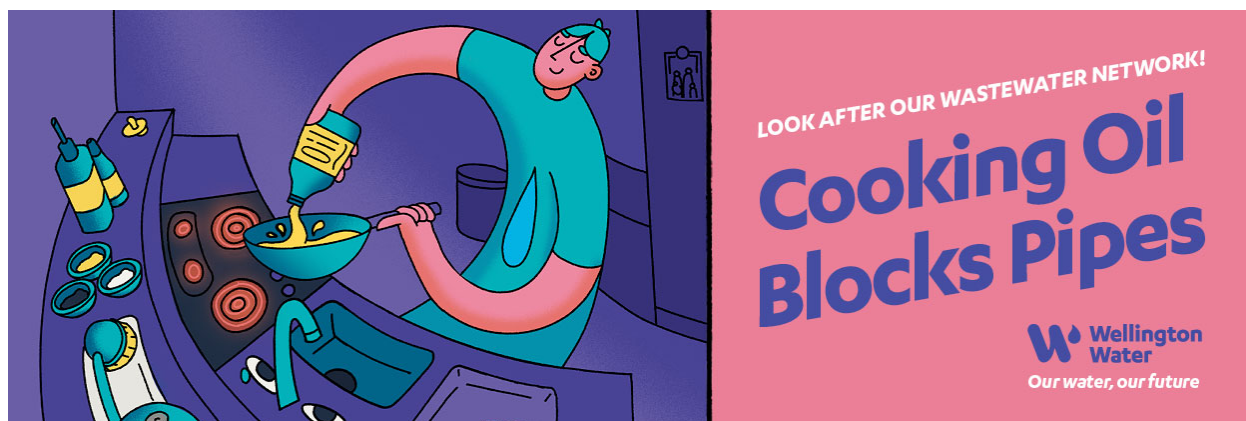
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Friday, June 16, 2023 11:58 AM
To: [REDACTED]@gmail.com
Cc: Official Information; [REDACTED]
Subject: RE: Follow up to OIA IRO-422

Categories: OIA IRO-422

Kia ora [REDACTED]

[REDACTED] made me aware of the issue when he returned from leave this week. He has expressed his regret, and I will work with him and his line manager on better processes for when he is on leave.

Unfortunately we don't have a lot of people here, so it is hard for [REDACTED] to meet all the requests on time. But we definitely need to work through better cover in [REDACTED] absence.

My apologies, again...

Ngā mihi
[REDACTED]

[REDACTED] (she/her)

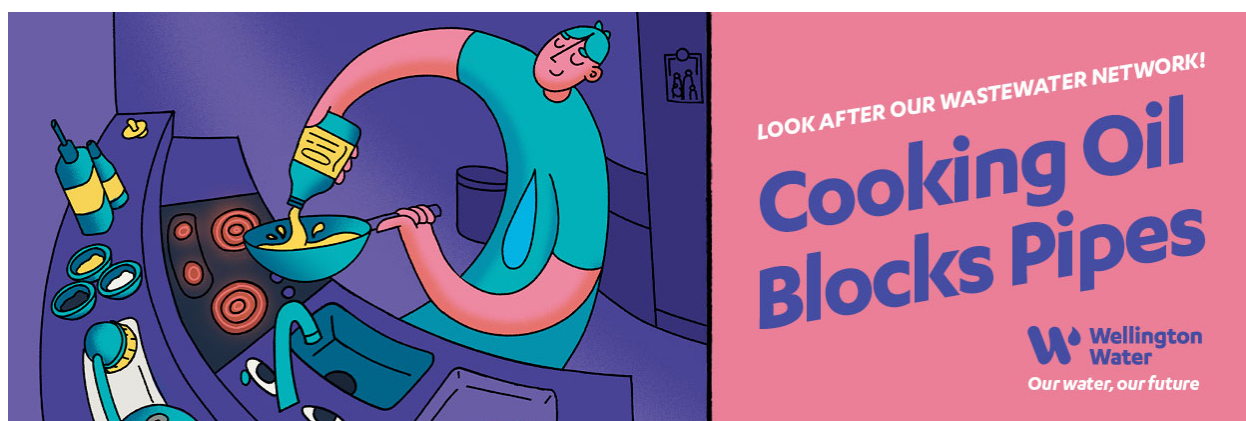
Chief Executive



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED] gmail.com [REDACTED]@gmail.com>
Sent: W 4, 2023 8:04 PM
To: [REDACTED]@wellingtonwater.co.nz>

Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Follow up to OIA IRO-422

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██████ – this is a blatant abuse of process, which I think you know.

Yet again Wellington Water chooses to miss a statutory deadline, without explanation and without consultation or agreement, and then arbitrarily extends the date by 15 working days. How does this reconcile with your commitment that “the team agrees and we will be making sure this occurs in the future” in respect of being transparent in its dealings with me?

Where is your management accountability here, and how can you sanction ██████ casual approach to managing Wellington Water’s statutory obligations? ██████ leave was presumably planned and approved. You have had over 20 working days to pull together the information. ██████ was only on leave for a week. What did ██████ do re my request for the other 15 working days?

On what basis is ██████ planning to request payment to process my request? There is nothing novel or complicated about what I asked for.

Please show a little courtesy and get back to me on this, and also address my question to you on how you reconcile what you wrote to me against your actual performance.

Finally, is my sense correct that Wellington Water thumbs its nose at its statutory obligations knowing full well there are no consequences?

Regards

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Wednesday, June 14, 2023 11:19 AM

To: ██████@gmail.com

Cc: Official Information <official.information@wellingtonwater.co.nz>; ██████

██████@wellingtonwater.co.nz>

Subject: Follow up to OIA IRO-422

Kia ora ██████

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and that the CE’s expectations have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as I was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

Ngā mihi nui,

██████ (he/him)

Governance Coordinator - Business Services



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From: [redacted]@gmail.com <[redacted]@gmail.com>

Sent: Tuesday, June 13, 2023 7:39 PM

To: Official Information <official.information@wellingtonwater.co.nz>; [redacted]
[redacted]@wellingtonwater.co.nz

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[redacted] – what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

[redacted] – you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

Regards

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, June 13, 2023 12:08 PM

To: [redacted]@gmail.com

Cc: [redacted]@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora [redacted]

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

[redacted]

Ngā mihi nui

[redacted]

[redacted] (he/him)

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Cc: [REDACTED]@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>
Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

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Ngā mihi,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



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From: [REDACTED]@gmail.com [REDACTED]@gmail.com
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]@wellingtonwater.co.nz
Cc: [REDACTED]@wellingtonwater.co.nz
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

█ – thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

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Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given █ – and I assume yourself – already holds all the relevant files and notes.

Regards

From █ <█@wellingtonwater.co.nz>
Sent: Wednesday, May 10, 2023 1:04 PM
To █ <█@gmail.com>
Cc: █ <█@wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora █

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui

█ (she/her)


Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



LOOK AFTER OUR WASTEWATER NETWORK!

Cooking Oil Blocks Pipes

W Wellington
Water
Our water, our future

[REDACTED]

From: Official Information
Sent: Friday, June 16, 2023 1:09 PM
To: [REDACTED]
Cc: Official Information; [REDACTED]
Subject: RE: Follow up to OIA IRO-422

Categories: OIA IRO-422

Thanks!

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



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From: [REDACTED]@wellingtonwater.co.nz>
Sent: Friday, June 16, 2023 11:59 AM
To: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Subject: RE: Follow up to OIA IRO-422

Cool – done! Now can we smash out his answer ahead of time!!!

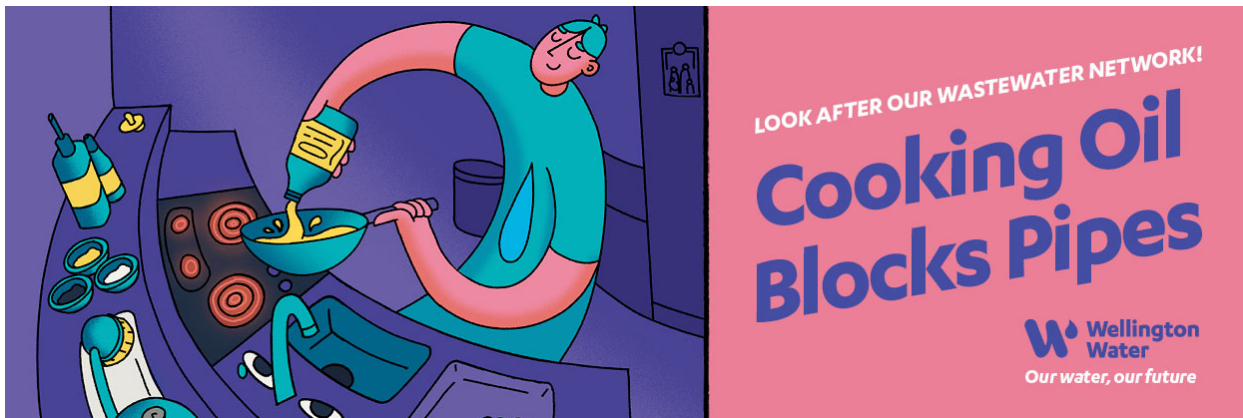
Ta

[REDACTED]

[REDACTED] (she/her)
Chief Executive



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Friday, June 16, 2023 9:47 AM
To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Follow up to OIA IRO-422

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That looks good – thank you!

[REDACTED]

[REDACTED] (he/him)
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From: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Sent: Thursday, June 15, 2023 7:10 PM
To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: RE: Follow up to OIA IRO-422

Hi [REDACTED] – are you ok if I send this?

STARTS
Kia ora [REDACTED]

[REDACTED] made me aware of the issue when he returned from leave this week. He has expressed his regret, and I will work with him and his line manager on better processes for when he is on leave.

Unfortunately we don't have a lot of people here, so it is hard for [REDACTED] to meet all the requests on time. But we definitely need to work through better cover in [REDACTED] absence.

My apologies, again...

ENDS.

██████████ (she/her)

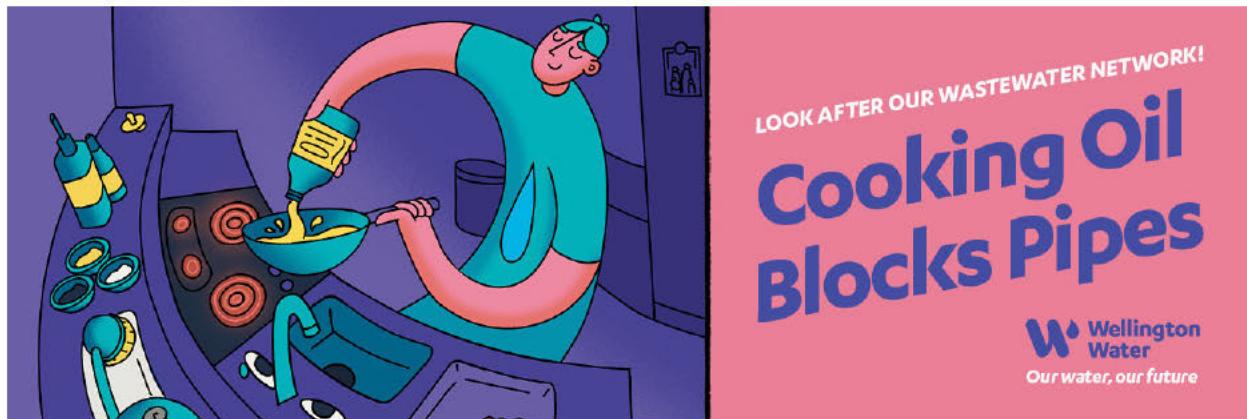
Chief Executive



Tel 04 912 4400 Mob ██████████

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: ██████████@gmail.com ██████████@gmail.com
Sent: Wednesday, June 14, 2023 8:04 PM
To: ██████████@wellingtonwater.co.nz
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Follow up to OIA IRO-422

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Regards

From: Official Information <official.information@wellingtonwater.co.nz>

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To: [REDACTED]@gmail.com

Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: Follow up to OIA IRO-422

Kia ora [REDACTED]

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and that the CE's expectations have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as I was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

Ngā mihi nui,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Tuesday, June 13, 2023 7:39 PM

To: Official Information <official.information@wellingtonwater.co.nz> [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

██████████ – what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

██████████ you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, June 13, 2023 12:08 PM

To: ██████████@gmail.com

Cc: ██████████@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora ██████████

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

██████████
Ngā mihi nui

██████████ (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, May 16, 2023 4:32 PM

To: ██████████@gmail.com

Cc: ██████████@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>

Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora ██████████

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 12 Jun 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] and I assume yourself – already holds all the relevant files and notes.

Regards
[REDACTED]

From: [REDACTED] [wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED] [email.com](mailto:[REDACTED]@email.com)
Cc: [REDACTED] [wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui
[REDACTED]

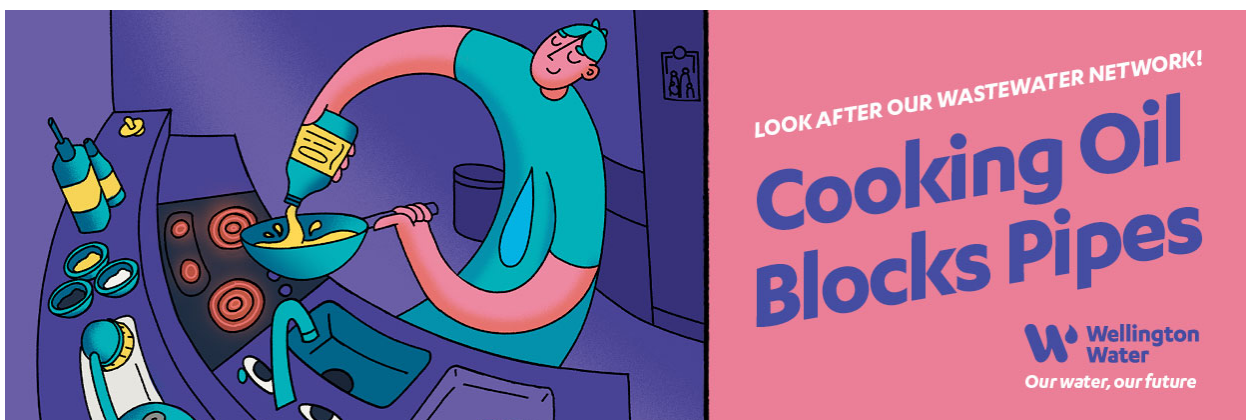
[REDACTED] (she/her)
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



[REDACTED]

From: [REDACTED]
Sent: Sunday, June 18, 2023 7:38 PM
To: Official Information; [REDACTED]
Subject: Re: Follow up to OIA IRO-422

Categories: OIA IRO-422

Let's not reply, spend our effort in getting the OIA response out!

Nga mihi

[REDACTED]
Sent from my iPhone

On 18/06/2023, at 5:59 PM [REDACTED]@gmail.com wrote:

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] Firstly apologies for my error. Wellington Water wants a 10 working day rather than 15 working day extension – which is 50% more than the statutory period for no good reason that I have been made aware of. But where is your management accountability? The Local Government Official Information and Meetings Act has statutory obligations that Wellington Water must meet, and as CE you are accountable to ensure that happen, or have you unilaterally decided it is ok for is Wellington Water to thumb its nose re its statutory obligations? You presumably knew [REDACTED] was on leave – if not his line manager certainly did and should have provided you a plan on how [REDACTED] work was going to be managed while he was on leave.. How do you reconcile what you wrote to me against your actual performance?

[REDACTED] – please advise the grounds which you were planning to request payment to process my request, and what that charge was going to be.

Regards

From: [REDACTED]@wellingtonwater.co.nz>

Sent: Friday, June 16, 2023 11:58 AM

To: [REDACTED]@gmail.com

Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: RE: Follow up to OIA IRO-422

Kia ora [REDACTED]

[REDACTED] made me aware of the issue when he returned from leave this week. He has expressed his regret, and I will work with him and his line manager on better processes for when he is on leave.

Unfortunately we don't have a lot of people here, so it is hard for [REDACTED] to meet all the requests on time. But we definitely need to work through better cover in [REDACTED] absence.

My apologies, again...

Ngā mihi

[REDACTED] (she/her)

Chief Executive

<image001.jpg>

Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

<image002.png>

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Wednesday, June 14, 2023 8:04 PM

To: [REDACTED]@wellingtonwater.co.nz>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: Follow up to OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] – this is a blatant abuse of process, which I think you know.

Yet again Wellington Water chooses to miss a statutory deadline, without explanation and without consultation or agreement, and then arbitrarily extends the date by 15 working days. How does this reconcile with your commitment that “the team agrees and we will be making sure this occurs in the future” in respect of being transparent in its dealings with me?

Where is your management accountability here, and how can you sanction [REDACTED] casual approach to managing Wellington Water’s statutory obligations? [REDACTED] leave was presumably planned and approved. You have had over 20 working days to pull together the information. [REDACTED] was only on leave for a week. What did [REDACTED] do re my request for the other 15 working days?

On what basis is [REDACTED] planning to request payment to process my request? There is nothing novel or complicated about what I asked for.

Please show a little courtesy and get back to me on this, and also address my question to you on how you reconcile what you wrote to me against your actual performance.

Finally, is my sense correct that Wellington Water thumbs its nose at its statutory obligations knowing full well there are no consequences?

Regards

[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Wednesday, June 14, 2023 11:19 AM

To: [REDACTED]@gmail.com

Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: Follow up to OIA IRO-422

Kia ora [REDACTED]

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and that the CE's expectations have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as I was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

Ngā mihi nui,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services

<image001.jpg>

Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Tuesday, June 13, 2023 7:39 PM

To: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

[REDACTED] you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

Regards
[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, June 13, 2023 12:08 PM

To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz; Official Information
<official.information@wellingtonwater.co.nz>
Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

[REDACTED]

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services

<image001.jpg>

Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Tuesday, May 16, 2023 4:32 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz; Official Information
<official.information@wellingtonwater.co.nz>
Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 12 Jun 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services

<image001.jpg>

Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Sunday, May 14, 2023 2:29 PM

To: [REDACTED]@wellingtonwater.co.nz>

Cc: [REDACTED]@wellingtonwater.co.nz>

Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] – thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>
Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui

[REDACTED]

[REDACTED] (she/her)
Chief Executive (Acting)

<image001.jpg>

Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

<image002.png>

[REDACTED]

From: Official Information
Sent: Tuesday, June 20, 2023 1:54 PM
To: [REDACTED]
Cc: Official Information
Subject: [WCC Consultation - Review Required] - OIA IRO-42 [REDACTED]
Attachments: RE: Wellington Water - OIA Process Improvements; EMAIL 2.pdf; EMAIL 2 Attachment 1.pdf; EMAIL 3.pdf; EMAIL 3 Attachment 1.pdf; EMAIL 4.pdf; EMAIL 32 Attachment 1.pdf; EMAIL 32 Attachment 2.pdf; EMAIL 53 Attachment 1.pdf; EMAIL 54 Attachment 1.pdf

Categories: OIA IRO-422

Kia ora [REDACTED]

I hope this email finds you well.

Please see attached several items of correspondence we plan to release to [REDACTED] (the first attachment is his LGOIMA request) as part of a wider batch of information.

We would appreciate confirmation that WCC is okay with the correspondence being sent in the format that it is.

In doing your checks and balances, please let me know if I've missed a name, or a number/contact email and I will ensure it is redacted (unless it is the generic WCC contact number).

Furthermore, on EMAIL 3 I would like confirmation if you wish for that to be withheld under [Section 7\(2\)\(f\)\(i\)](#) – free and frank.

Many thanks,

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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[REDACTED]

From: [REDACTED]@gmail.com
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
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Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui

██████████ (she/her)

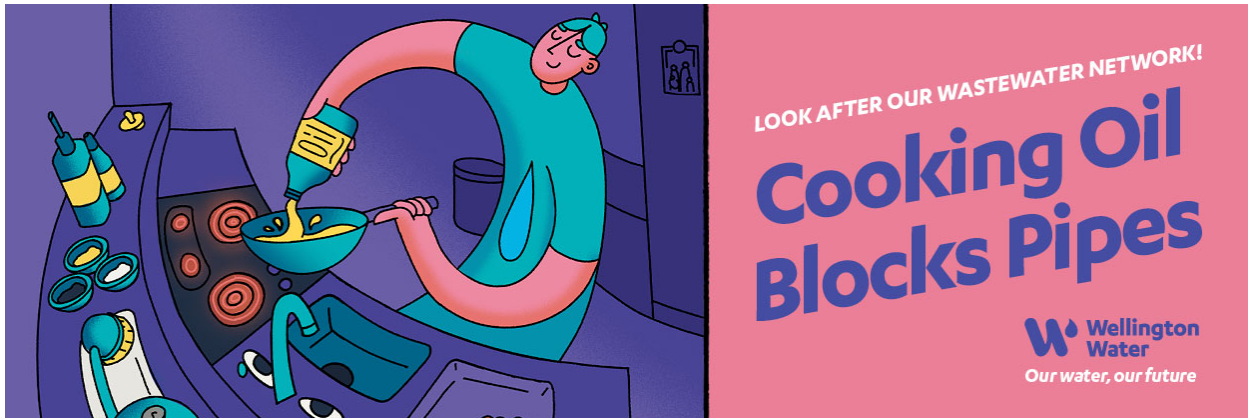
Chief Executive (Acting)



Tel 04 912 4400 Mob ██████████

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: Official Information
Sent: Wednesday, March 1, 2023 11:23 AM
To: [REDACTED]
Cc: Official Information
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection
Attachments: OIA IRO-344 [REDACTED] Letter, Costs of works at Wade Street and Roscoe Terrace Intersection [#SR-469940].pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: OIA IRO-379

Hi [REDACTED]

Hope all is well.

Can you please send through your final response to [REDACTED] on this matter.

He has just followed up with us on our response to Q's 1 & 2 (see attached)>

Thanks

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Limit residential outdoor water use. Handheld hoses only.
Sprinkler and irrigation systems not permitted.

The banner features two circular icons: a blue one with a handheld hose and a checkmark, and a red one with a sprinkler and a red 'X' over it. At the bottom, it shows the 'Water Restriction Level 2' logo and the Wellington Water logo.

From: [REDACTED]@wcc.govt.nz>
Sent: Wednesday, February 8, 2023 11:05 AM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Caution: This is an external email. Please take care when clicking links or opening attachments.

Good morning [REDACTED]

Thanks for the update on this one, much appreciated.

Apologies re: the wording on my previous email, that could have been clearer.

I was really wondering how things were progressing with WWL as the due date was today.

I sent him out what we hold this morning which was a copy of the transcript relating to his call to our Contact Centre.

The remaining questions are in respect of information we don't hold.

He's just come back to me to ask if he'll be receiving a response from WWL today.

Do you think this will be signed out by yourselves today?

A copy of your response would be great and I'll add it to our file here and close it.

Regards,
[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Wednesday, 8 February 2023 10:34 am
To: [REDACTED]@wcc.govt.nz>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for your email.

We do have a response for this, but I am awaiting confirmation from officers.

However, I was of the understanding that this was partially transferred to WWL to respond to? We had sent an acknowledgement to the requester of this also.

Happy to send through WWL's response once it is sent off?

Thanks,
[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Regulatory Services

Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



 Wellington
Water

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>
Sent: Friday, 3 February 2023 11:34 am
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Caution: This is an external email. Please take care when clicking links or opening attachments.

Good morning [REDACTED]

I hope all is well with yourself?

I'm just putting our response together for this one as our decision is due out on 8 February.

Did you have any luck in respect of points 1 & 2 at all?

Kind regards,
[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Wednesday, 21 December 2022 1:19 pm
To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Hi [REDACTED]

Thanks for your email.

We're happy to accept a part transfer, for Points 1&2.

Ngā mihi nui

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Regulatory Services



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>
Sent: Wednesday, 21 December 2022 8:54 am
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: FW: [#SR-469940] Wade St & Roscoe Tce intersection

Good morning team,

We have received this complaint/request for information in respect of Wade St and Roscoe Terrace.

Given WCC doesn't hold the information in respect of the first two points, I am transferring this to yourselves to follow up on.

Could you please confirm receipt and that this is being progressed?

Happy to discuss further.

Kind regards,

[REDACTED]

[REDACTED]
Senior Advisor | Official Information Team | Wellington City Council
P [REDACTED] | M [REDACTED]
E [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)> | W Wellington.govt.nz

The information contained in this email is privileged and confidential and intended for the addressee only.
If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents.
If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

From: BUS: Assurance <Assurance@wcc.govt.nz>
Sent: Wednesday, 21 December 2022 8:30 am
To: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>

Cc: BUS: Assurance <Assurance@wcc.govt.nz>

Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Tēnā koe [REDACTED]

Thank you for your email dated 20 December 2022 requesting information.

Our team will manage your request under the Local Government Official Information and Meetings Act 1987 which requires us to provide a decision as soon as possible, but no later than 8 February 2023, being 20 working days of receipt.

Please note this date takes into account the Christmas shut down period of 20 December to 10 January.

The reference number for your request is IRC-4273

Please contact us if you have any further questions.

Kind regards

The Assurance Team

Email: assurance@wcc.govt.nz

Wellington City Council | W Wellington.govt.nz |

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**Absolutely Positively
Wellington City Council**

Me Heke Ki Pōneke

On Tue, 20 Dec 6:01 PM , [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)> wrote:
[REDACTED] – this is a LGOIMA request. Please advise:

- The total cost of this work
- The costs that were charged back to the contactor for not having done it correct in the first instance
- The information WCC based its decision to close the work when it was on notice it was not complete
- The justification WCC had to advise of the two week commitment to have the work completed

Please also provide copies of all records, in whatever form, that WCC has relating to this work for all internal and external communications

Regards

██████████

From: Info at WCC <info.atWCC@wcc.govt.nz>
Sent: Friday, 16 December 2022 10:30 AM
To: ██████████@gmail.com
Subject: Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora ██████████

Thanks for following up. I have been waiting to speak with ██████████ regarding the call. She is a part time worker and returns to work today.

I have however listened to the call recording and can understand how it created confusion. Our Customer Service Reps do not use email and they don't have access to a particular person that they can send an email to. They can log a service request into our ticketing system which creates a service request in Wellington Water's system and sends you an email with the ticket information. Our CSR could have done a better job of explaining that to you rather than leave you with the impression that you would be copied in to an email to a particular person. We apologise for this and I have followed up with ██████████ team leader for further training and support to be provided.

The ticketing system we use was put in at the end of 2020. It provides a much better level of communication for customers than our previous system but it is not perfect. Improvements to it are ongoing. We will make sure your feedback is included in the planning of that work. In the meantime we are manually monitoring replies to closed tickets.

Nga mihi



!-- Initial customer request --!

Description

Hi – it is not resolved. The contractors only did ½ the job. The toby has been fixed, but it now sits proud of the road, which is going to cause damage to car tyres. See pix. Can you organise it to be properly repaired this time?

Thanks



Ticket attachments : 1. [IMG_1365.jpg](#)
2. [IMG_1364.jpg](#)
3. [IMG_1363.jpg](#)
4. [IMG_1362.jpg](#)

Item Name

:

Water and drainage

Category

:

External Customer Services

Service

:

Fault

Which water type is this regarding?

:

Drinking water or tap water

What is the priority?

:

Medium

Description

:

Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce

Incident address

:

.

Location

:

.

On Fri, 16 Dec 6:39 AM , [REDACTED]@gmail.com> wrote:

[REDACTED] – can you get back to me, please?

Thanks

[REDACTED]

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Monday, 12 December 2022 8:15 PM

To: 'Info at WCC' <info.atWCC@wcc.govt.nz>

Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

I spoke with [REDACTED] on 5 December at 3:18. Let me know what you come back with. And to blame Wellington Water for disfunction systems is pretty rich when WCC's email system is set up to ensure some emails are apparently not read When are you going to address that?

Regards

[REDACTED]

From: Info at WCC <info.atWCC@wcc.govt.nz>
Sent: Monday, 12 December 2022 11:47 AM
To: [REDACTED]@gmail.com
Subject: Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for following up with us.

This ticket was closed by Wellington Water as completed on November 16. It is usual practice for Wellington Water to close the ticket once the pipe has been repaired not once the road has been reinstated or returned to its original state. This causes huge amounts of confusion and frustration for customers and we have asked them to change this practice and provide correct information to customers. Wellington Water have declined this request. I don't have access to information about the work, processes or decisions taken by Wellington Water but I can ask on your behalf.

Wellington Water were informed at 8.36am on Nov 17 that you had fed back that the issue was not resolved.

Replies to closed tickets are received by our system, so will generate a read receipt, they are however only infrequently monitored or read.

Could you please let me know when you spoke to Joy? I can't see where she has added notes or emailed on either ticket but I can ask her Team Leader to investigate further. A time frame would be helpful for us to trace the call recording. We do not have individual people to be able to escalate matters at Wellington Water to. We have

Was it someone in our Contact Centre team who advised it would be fixed before the end of November or someone from Wellington Water? Also happy to follow this up with our team or for Wellington Water to include in their response.

Nga mihi



Service Improvement TL

!-- Initial customer request --!

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Incident address

:

.

Location

:

.

Thursday 16 February 2023

OIA IRO-344

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request for costs of works at Wade Street and Roscoe Terrace Intersection [#SR-469940].

Thank you for your official information request dated Tuesday 20 December 2022.

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 total cost of the works was \$1,763. Reimbursement was not sought from the contractor so pursuant to [Section 17\(e\)](#) of the Act, we cannot grant that part of your request.

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]
Team Lead, Communications and Engagement

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

From: [REDACTED]
Sent: Monday, 13 February 2023 2:20 pm
To: [REDACTED]@gmail.com
Subject: RE: Water leak at intersection of Wade Street & Roscoe Terrace (Ref: IRC-4273)

Dear [REDACTED],

Thank you for your further message in respect of the water leak at Wade Street & Roscoe Terrace.

My understanding of this issue is that whilst the Council's Contact Centre have the following service requests logged: SR-457149, SR-469940, and SR-518425, the information held in them is essentially copies of the correspondence you have had via email with the Contact Centre staff.

As such, could you advise whether or not you are seeking copies of this information (emails between yourself and the Contact Centre)?

The only other information I am aware of, and which I provided, is the transcript of your conversation with the Council's Customer Service Representative on 5 December 2022.

As I advised in my email dated 8 February 2023, the issue of the leak and the subsequent repair of it and the road surface were issues being dealt with directly by Wellington Water Ltd, and, as the Council don't hold this information, points 1, 2, and 4 of your request had been transferred to Wellington Water Ltd to respond to you directly.

If you think there may be information held by the Council that I am not aware of please feel free to contact me to advise and I will endeavour to locate this for you.

Kind regards,

[REDACTED]

[REDACTED]

Senior Advisor | Official Information Team | Wellington City Council

P [REDACTED] | M [REDACTED]

E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz

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Absolutely Positively
Wellington City Council

Me Heke Ki Pōneke

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Sunday, 12 February 2023 5:01 pm
To: [REDACTED]@wcc.govt.nz
Subject: RE: Water leak at intersection of Wade Street & Roscoe Terrace (Ref: IRC-4273)
Importance: High

█ – thanks. I am taking you at your word that the attached is the only information WCC holds on this matter. However, for completeness, please provide me by 20 February an unambiguous confirmation that to the best of your knowledge, if necessary after further enquiry, that the attached is only record held by WCC on the water leak at the intersection of Wade Street & Roscoe Terrace, and that you have provided me with copies of all the internal and external records, in whatever form, that WCC has relating to this work.

Regards

█

From: █ [@wcc.govt.nz](mailto:█@wcc.govt.nz)>

Sent: Wednesday, 8 February 2023 9:19 AM

To: █ [@gmail.com](mailto:█@gmail.com)

Subject: Water leak at intersection of Wade Street & Roscoe Terrace (Ref: IRC-4273)

Dear █,

I'm writing in response to the request for information you submitted to the Council on 20 December 2022 in respect of work carried out by Wellington Water Ltd at the Wade Steet & Roscoe Terrace intersection.

Given much of the information you were seeking is not held by Wellington City Council, questions 1, 2, and 4 were transferred to Wellington Water Ltd on 23 December 2022.

Wellington Water Ltd will provide a response to your questions directly.

With respect to question 3, the only information the Council holds is the transcript of your call with the Council's Customer Service Representative on 5 December 2022. This is attached.

During your correspondence with █, Service Improvement Team Leader, you raised the issue of the repair of the road surface around the toby at the Wade Street & Roscoe Terrace intersection as not being completed and presenting a hazard to road users.

Wellington Water Ltd have advised that the road repair around the toby were completed on 31 December 2022

Should you have any further questions please feel free to contact me.

Kind regards,

█

█

Senior Advisor | Official Information Team | Wellington City Council

P █ M █

E █ [@wcc.govt.nz](mailto:█@wcc.govt.nz) | W Wellington.govt.nz

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On Tue, 20 Dec 6:01 PM , [REDACTED]@gmail.com> wrote:
Deana – this is a LGOIMA request. Please advise:

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- The costs that were charged back to the contactor for not having done it correct in the first instance
- The information WCC based its decision to close the work when it was on notice it was not complete
- The justification WCC had to advise of the two week commitment to have the work completed

Please also provide copies of all records, in whatever form, that WCC has relating to this work for all internal and external communications

Regards

[REDACTED]

From: Official Information
Sent: Wednesday, March 1, 2023 11:43 AM
To: [REDACTED]
Cc: Official Information
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: OIA IRO-379

Same here [REDACTED]

Thanks

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Limit residential outdoor water use. Handheld hoses only.
Sprinkler and irrigation systems not permitted.



Water Restriction Level 2



Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]@wcc.govt.nz>
Sent: Wednesday, March 1, 2023 11:37 AM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Caution: This is an external email. Please take care when clicking links or opening attachments.

Hi [REDACTED]

This continues to be an issue for ourselves too.

[REDACTED] is suggesting we've not provided all of the information held.

Anyway, please find attached our response.

Kind regards,
[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Wednesday, 1 March 2023 11:23 am

To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Hi [REDACTED]

Hope all is well.

Can you please send through your final response to [REDACTED] on this matter.

He has just followed up with us on our response to Q's 1 & 2 (see attached)>

Thanks

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Limit residential outdoor water use. Handheld hoses only.

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Water Restriction Level



Wellington Water

[REDACTED]

From: Resolution Team
Sent: Thursday, December 8, 2022 2:52 PM
To: [REDACTED]; Resolution Team
Cc: DL: Service Improvement Team; [REDACTED]
Subject: RE: Reinstatement issue Wade and Roscoe Tce intersection

Hi [REDACTED]

I have sent an email off to the customer ([REDACTED]) It was sent from Customer Support.

I have advised that we fix the water leak and a permanent reinstatement will be scheduled and that we attended his second job to ensure it was safe for road users.

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

From: [REDACTED]@wcc.govt.nz>
Sent: Thursday, 8 December 2022 8:10 am
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Cc: DL: Service Improvement Team <ServiceImprovementTeam@wcc.govt.nz>; [REDACTED]
[REDACTED]@wcc.govt.nz>
Subject: Reinstatement issue Wade and Roscoe Tce intersection

Kia ora team

The customer from these two jobs is getting increasingly frustrated as he has not yet received any communication to tell him what is happening.

#SR-457149

#SR-469940

He would like a timeframe for the reinstatement and the area made safe.

We have escalated this with the hub a number of times but the customer is still complaining that he has heard nothing. Can you please get in contact with him.

Nga mihi

[REDACTED] (she/her)
Service Improvement Team Leader
| Smart Council | Wellington City Council E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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Absolutely Positively
Wellington City Council

Me Heke Ki Pōneke

[REDACTED]

From: Resolution Team
Sent: Friday, December 16, 2022 3:40 PM
To: [REDACTED]@gmail.com
Cc: Resolution Team
Subject: FW: Reinstatement update

Hi [REDACTED]

The contractor has stated the reinstatement will be completed today.

Regards,
[REDACTED]

From: Resolution Team
Sent: Friday, 16 December 2022 8:13 am
To: [REDACTED]@gmail.com; Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: Reinstatement update

Hi [REDACTED]

I have not yet received a reply from the reinstatement team to answer your question of when the permanent reinstatement will be done.

I will follow up with them again.

Thanks,
[REDACTED]

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Friday, 16 December 2022 6:36 am
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: Reinstatement update
Importance: High

[REDACTED] – please provide the courtesy of a reply

Thanks
[REDACTED]

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Monday, 12 December 2022 8:11 PM
To: 'Resolution Team' <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: Reinstatement update

[REDACTED] – you have not answered my question. When will the work be completed. Please get back to me. One of your staff called me on 30 November about this and said it would be done in 2 weeks.

Regards
[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Sent: Monday, 12 December 2022 12:59 PM

To: [REDACTED]@gmail.com; Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: Reinstatement update

Hi [REDACTED]

Thank you for your email.

After repairing a fault, our standard process is to place a temporary seal down with a permanent reinstatement to follow. These are always separate jobs. Permanent reinstatements can take several weeks to organise and execute. WCCSR-457149R was raised on 10 October 2022. It was assigned to our contractor in early November.

Service request WCCSR-469940 was raised to our attention on 11 October 2022.

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Sunday, 11 December 2022 4:49 pm
To: Customer Support Team <customer@wellingtonwater.co.nz>
Subject: RE: Reinstatement update

[REDACTED] – thanks. When did WCC advise you the work was not completed? When was the job that is in the process of being scheduled raised? When will the actual work be completed correctly?

Regards
[REDACTED]

From: Customer Support Team <customer@wellingtonwater.co.nz>
Sent: Thursday, 8 December 2022 2:50 PM
To: [REDACTED]@gmail.com
Subject: Reinstatement update

Kia ora [REDACTED]

Wellington City Council has advised us that you wish to be updated on the status of two jobs.

35 Wade Street, Wadestown - WCCSR-457149R

After fixing the water leak, we raised a job to have a permanent reinstatement done on the above service request. This job is in the process of being scheduled.

20 Roscoe Terrace, Wadestown - WCCSR-469940

We investigated the issue of a potential danger to road users. We identified the toby box is level with the road and has yet to be permanently reinstated.

If you have any further questions or concerns, please feel free to contact us.

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

**Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz**

[REDACTED]

From: [REDACTED]
Sent: Wednesday, December 21, 2022 8:54 AM
To: Official Information
Subject: FW: [#SR-469940] Wade St & Roscoe Tce intersection

Follow Up Flag: Follow up
Flag Status: Flagged

Good morning team,

We have received this complaint/request for information in respect of Wade St and Roscoe Terrace.

Given WCC doesn't hold the information in respect of the first two points, I am transferring this to yourselves to follow up on.

Could you please confirm receipt and that this is being progressed?

Happy to discuss further.

Kind regards,

[REDACTED]
Senior Advisor | Official Information Team | Wellington City Council
P [REDACTED] | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz

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Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

From: BUS: Assurance <Assurance@wcc.govt.nz>
Sent: Wednesday, 21 December 2022 8:30 am
To: [REDACTED]@gmail.com
Cc: BUS: Assurance <Assurance@wcc.govt.nz>
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Tēnā koe [REDACTED]

Thank you for your email dated 20 December 2022 requesting information.

Our team will manage your request under the Local Government Official Information and Meetings Act 1987 which requires us to provide a decision as soon as possible, but no later than 8 February 2023, being 20 working days of receipt.

Please note this date takes into account the Christmas shut down period of 20 December to 10 January.

The reference number for your request is IRC-4273

Please contact us if you have any further questions.

Kind regards

The Assurance Team



Email: assurance@wcc.govt.nz

Wellington City Council | W Wellington.govt.nz |  

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Regards



From: Info at WCC <info.atWCC@wcc.govt.nz>
Sent: Friday, 16 December 2022 10:30 AM
To: [REDACTED]@gmail.com
Subject: Re: [#SR-469940] Wade St & Roscoe Tce intersection

Kia ora [REDACTED]

Thanks for following up. I have been waiting to speak with [REDACTED] regarding the call. She is a part time worker and returns to work today.

I have however listened to the call recording and can understand how it created confusion. Our Customer Service Reps do not use email and they don't have access to a particular person that they can send an email to. They can log a service request into our ticketing system which creates a service request in Wellington Water's system and sends you an email with the ticket information. Our CSR could have done a better job of explaining that to you rather than leave you with the impression that you would be copied in to an email to a particular person. We apologise for this and I have followed up with [REDACTED] team leader for further training and support to be provided.

The ticketing system we use was put in at the end of 2020. It provides a much better level of communication for customers than our previous system but it is not perfect. Improvements to it are ongoing. We will make sure your feedback is included in the planning of that work. In the meantime we are manually monitoring replies to closed tickets.

Nga mihi

[REDACTED]

!-- Initial customer request --!

Description

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Related to SR457149 the leak has been fixed and the reinstatement scheduled but the customer states that the way the toby is sitting in the road poses a danger to the car tires. It may need to be expedited. At the intersection of Wade St and Roscoe Tce

Incident address

:

.

Location

:

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On Fri, 16 Dec 6:39 AM , [REDACTED]@gmail.com> wrote:

[REDACTED] – can you get back to me, please?

Thanks

[REDACTED]

From: [REDACTED]@gmail.com [REDACTED]@gmail.com>
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Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

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Regards

[REDACTED]

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Kia ora [REDACTED]

Thanks for following up with us.

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Wellington Water were informed at 8.36am on Nov 17 that you had fed back that the issue was not resolved.

Replies to closed tickets are received by our system, so will generate a read receipt, they are however only infrequently monitored or read.

Could you please let me know when you spoke to Joy? I can't see where she has added notes or emailed on either ticket but I can ask her Team Leader to investigate further. A time frame would be helpful for us to trace the call recording. We do not have individual people to be able to escalate matters at Wellington Water to. We have

Was it someone in our Contact Centre team who advised it would be fixed before the end of November or someone from Wellington Water? Also happy to follow this up with our team or for Wellington Water to include in their response.

Nga mihi

[REDACTED]

Service Improvement TL

!-- Initial customer request --!

Description

Hi – it is not resolved. The contractors only did ½ the job. The toby has been fixed, but it now sits proud of the road, which is going to cause damage to car tyres. See pix. Can you organise it to be properly repaired this time?

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Incident address

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Location

:

.

From: [REDACTED]
Sent: Wednesday, December 21, 2022 8:54 AM
To: Official Information
Subject: FW: [#SR-469940] Wade St & Roscoe Tce intersection

Follow Up Flag: Follow up
Flag Status: Flagged

Good morning team,

We have received this complaint/request for information in respect of Wade St and Roscoe Terrace.

Given WCC doesn't hold the information in respect of the first two points, I am transferring this to yourselves to follow up on.

Could you please confirm receipt and that this is being progressed?

Happy to discuss further.

Kind regards,

[REDACTED]
Senior Advisor | Official Information Team | Wellington City Council
P [REDACTED] | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz

The information contained in this email is privileged and confidential and intended for the addressee only. If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents. If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

From: BUS: Assurance <Assurance@wcc.govt.nz>
Sent: Wednesday, 21 December 2022 8:30 am
To: [REDACTED]@gmail.com
Cc: BUS: Assurance <Assurance@wcc.govt.nz>
Subject: RE: [#SR-469940] Wade St & Roscoe Tce intersection

Tēnā koe [REDACTED]

Thank you for your email dated 20 December 2022 requesting information.

Our team will manage your request under the Local Government Official Information and Meetings Act 1987 which requires us to provide a decision as soon as possible, but no later than 8 February 2023, being 20 working days of receipt.

Please note this date takes into account the Christmas shut down period of 20 December to 10 January.

[REDACTED]

From: Company Secretariat
Sent: Tuesday, June 20, 2023 1:55 PM
To: [REDACTED]
Cc: Official Information
Subject: RE: [WCC Consultation - Review Required] - OIA IRO-422 Mark Armstrong

Categories: OIA IRO-422

Sorry, forgot to say that if this can be done as soon as possible – that would be amazing 😊

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: Official Information
Sent: Tuesday, June 20, 2023 1:54 PM
To: [REDACTED]@wcc.govt.nz
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: [WCC Consultation - Review Required] - OIA IRO-422 [REDACTED]

Kia ora [REDACTED]

I hope this email finds you well.

Please see attached several items of correspondence we plan to release to [REDACTED] (the first attachment is his LGOIMA request) as part of a wider batch of information.

We would appreciate confirmation that WCC is okay with the correspondence being sent in the format that it is.

In doing your checks and balances, please let me know if I've missed a name, or a number/contact email and I will ensure it is redacted (unless it is the generic WCC contact number).

Furthermore, on EMAIL 3 I would like confirmation if you wish for that to be withheld under [Section 7\(2\)\(f\)\(i\)](#) – free and frank.

Many thanks,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]@wcc.govt.nz<
Sent: Tuesday, June 20, 2023 4:01 PM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: [WCC Consultation - Review Required] - OIA IRO-422 [REDACTED]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Good afternoon [REDACTED]

Thanks for your email.

I have no concerns in respect of the information you are looking to release.

He’s had some of this from myself anyway so I’m ok with it.

Likewise EMAIL 3, I’m ok with that being released.

Kind regards,
[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, 20 June 2023 1:54 pm

To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

Cc: Official Information <official.information@wellingtonwater.co.nz>

Subject: [WCC Consultation - Review Required] - OIA IRO-422 [REDACTED]

Kia ora [REDACTED]

I hope this email finds you well.

Please see attached several items of correspondence we plan to release to [REDACTED] (the first attachment is his LGOIMA request) as part of a wider batch of information.

We would appreciate confirmation that WCC is okay with the correspondence being sent in the format that it is.

In doing your checks and balances, please let me know if I've missed a name, or a number/contact email and I will ensure it is redacted (unless it is the generic WCC contact number).

Furthermore, on EMAIL 3 I would like confirmation if you wish for that to be withheld under [Section 7\(2\)\(f\)\(i\)](#) – free and frank.

Many thanks,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services

[REDACTED]

Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

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[REDACTED]

From: [REDACTED]@gmail.com
Sent: Thursday, June 22, 2023 7:18 AM
To: [REDACTED]
Cc: Official Information; [REDACTED]
Subject: RE: Follow up to OIA IRO-422

Importance: High

Categories: OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] – can you each get back to me today, please?

Thanks
[REDACTED]

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Sunday, June 18, 2023 5:59 PM
To: [REDACTED]@wellingtonwater.co.nz; [REDACTED]@wellingtonwater.co.nz
Cc: 'Official Information' <official.information@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz
Subject: RE: Follow up to OIA IRO-422
Importance: High

[REDACTED] Firstly apologies for my error. Wellington Water wants a 10 working day rather than 15 working day extension – which is 50% more than the statutory period for no good reason that I have been made aware of. But where is your management accountability? The Local Government Official Information and Meetings Act has statutory obligations that Wellington Water must meet, and as CE you are accountable to ensure that happen, or have you unilaterally decided it is ok for is Wellington Water to thumb its nose re its statutory obligations? You presumably knew [REDACTED] was on leave – if not his line manager certainly did and should have provided you a plan on how [REDACTED] work was going to be managed while he was on leave.. How do you reconcile what you wrote to me against your actual performance?

[REDACTED] please advise the grounds which you were planning to request payment to process my request, and what that charge was going to be.

Regards
[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz
Sent: Friday, June 16, 2023 11:58 AM
To: [REDACTED]@gmail.com
Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz
Subject: RE: Follow up to OIA IRO-422

Kia ora [REDACTED]

[REDACTED] made me aware of the issue when he returned from leave this week. He has expressed his regret, and I will work with him and his line manager on better processes for when he is on leave.

Unfortunately we don't have a lot of people here, so it is hard for [REDACTED] to meet all the requests on time. But we definitely need to work through better cover in [REDACTED] absence.

My apologies, again...

Ngā mihi

[REDACTED] (she/her)

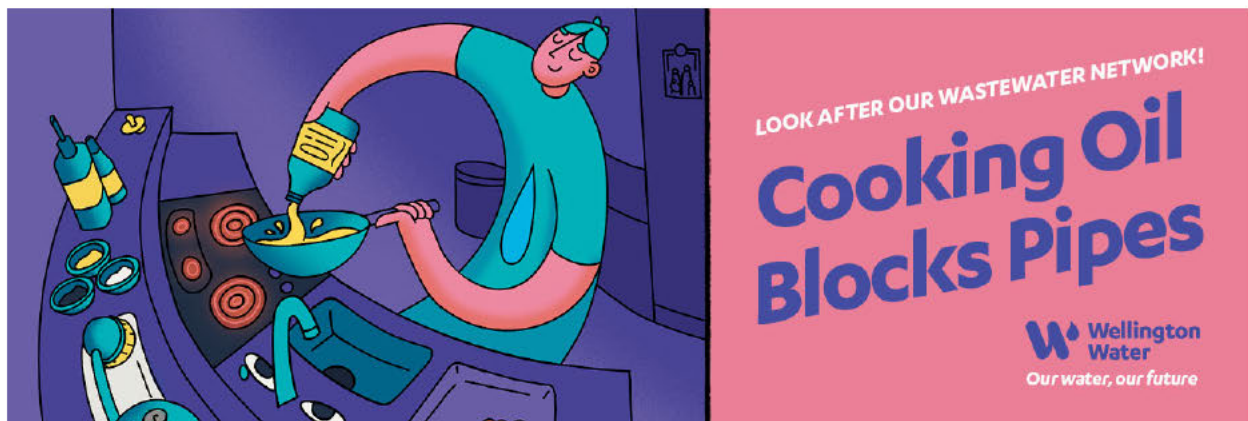
Chief Executive



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Wednesday, June 14, 2023 8:04 PM
To: [REDACTED]@wellingtonwater.co.nz
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Follow up to OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - this is a blatant abuse of process, which I think you know.

Yet again Wellington Water chooses to miss a statutory deadline, without explanation and without consultation or agreement, and then arbitrarily extends the date by 15 working days. How does this reconcile with your commitment that "the team agrees and we will be making sure this occurs in the future" in respect of being transparent in its dealings with me?

Where is your management accountability here, and how can you sanction [REDACTED] casual approach to managing Wellington Water's statutory obligations? [REDACTED] leave was presumably planned and approved. You have had over 20 working days to pull together the information. [REDACTED] was only on leave for a week. What did [REDACTED] do re my request for the other 15 working days?

On what basis is [REDACTED] planning to request payment to process my request? There is nothing novel or complicated about what I asked for.

Please show a little courtesy and get back to me on this, and also address my question to you on how you reconcile what you wrote to me against your actual performance.

Finally, is my sense correct that Wellington Water thumbs its nose at its statutory obligations knowing full well there are no consequences?

Regards

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Wednesday, June 14, 2023 11:19 AM

To: [REDACTED]@gmail.com

Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: Follow up to OIA IRO-422

Kia ora [REDACTED]

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and that the CE's expectations have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as I was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

Ngā mihi nui,

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>

Sent: Tuesday, June 13, 2023 7:39 PM

To: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

– what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

– you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

Regards

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, June 13, 2023 12:08 PM

To: <@gmail.com>

Cc: <@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

Ngā mihi nui

(he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, May 16, 2023 4:32 PM

To: <@gmail.com>

Cc: <@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>

Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 12 Jun 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]@wellingtonwater.co.nz
Cc: [REDACTED]@wellingtonwater.co.nz
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension
9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] and I assume yourself – already holds all the relevant files and notes.

Regards
[REDACTED]

From [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Sent: Wednesday, May 10, 2023 1:04 PM
To: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>
Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui
[REDACTED]

[REDACTED] (she/her)

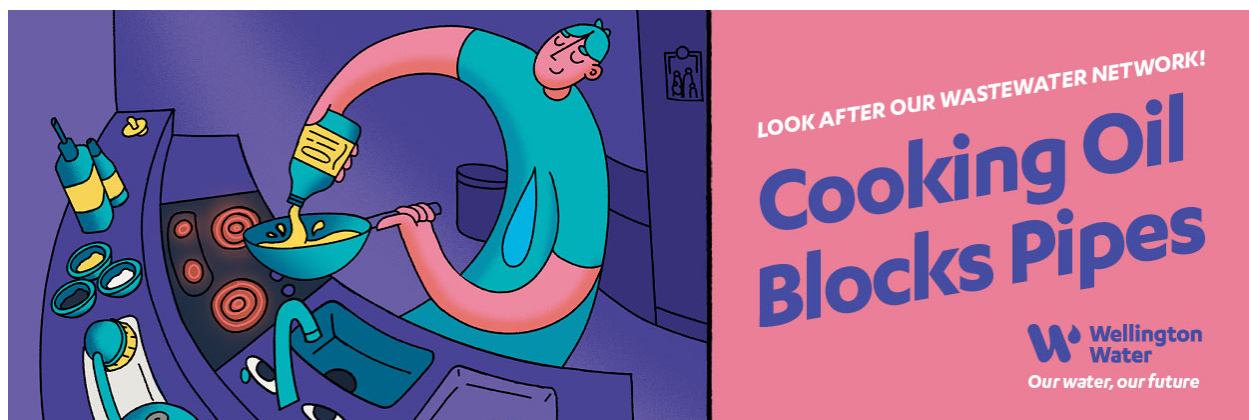
Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: [REDACTED]
Sent: Thursday, June 22, 2023 9:45 AM
To: Official Information
Cc: [REDACTED]
Subject: RE: Follow up to OIA IRO-422

Categories: OIA IRO-422

Ok - thanks

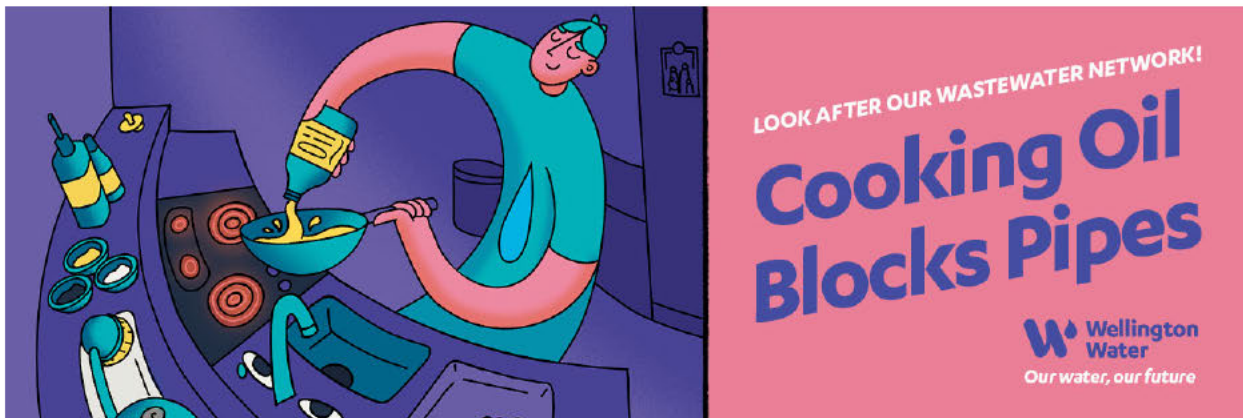
[REDACTED] (she/her)
Chief Executive



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Thursday, June 22, 2023 9:40 AM
To: [REDACTED]@wellingtonwater.co.nz
Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz; [REDACTED]@wellingtonwater.co.nz
Subject: RE: Follow up to OIA IRO-422

Just an FYI that the response id drafted and is sitting with [REDACTED] for final checks. Had to edit some 38 emails yesterday as I had incorrectly redacted.

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services

From: [redacted]@gmail.com [redacted]@gmail.com
Sent: Thursday, June 22, 2023 7:18 AM
To: [redacted]@wellingtonwater.co.nz; [redacted]@wellingtonwater.co.nz
Cc: Official Information <official.information@wellingtonwater.co.nz>; [redacted]@wellingtonwater.co.nz
Subject: RE: Follow up to OIA IRO-422
Importance: High

Caution: This is an external email. Please take care when clicking links or opening attachments.

[redacted] – can you each get back to me today, please?

Thanks
[redacted]

From: [redacted]@gmail.com [redacted]@gmail.com
Sent: Sunday, June 18, 2023 5:59 PM
To: [redacted]@wellingtonwater.co.nz; [redacted]@wellingtonwater.co.nz
Cc: 'Official Information' <official.information@wellingtonwater.co.nz>; [redacted]@wellingtonwater.co.nz
Subject: RE: Follow up to OIA IRO-422
Importance: High

[redacted] Firstly apologies for my error. Wellington Water wants a 10 working day rather than 15 working day extension – which is 50% more than the statutory period for no good reason that I have been made aware of. But where is your management accountability? The Local Government Official Information and Meetings Act has statutory obligations that Wellington Water must meet, and as CE you are accountable to ensure that happen, or have you unilaterally decided it is ok for is Wellington Water to thumb its nose re its statutory obligations? You presumably knew [redacted] was on leave – if not his line manager certainly did and should have provided you a plan on how [redacted] work was going to be managed while he was on leave.. How do you reconcile what you wrote to me against your actual performance?

[redacted] – please advise the grounds which you were planning to request payment to process my request, and what that charge was going to be.

Regards
[redacted]

From: [redacted]@wellingtonwater.co.nz
Sent: Friday, June 16, 2023 11:58 AM
To: [redacted]@gmail.com
Cc: Official Information <official.information@wellingtonwater.co.nz>; [redacted]@wellingtonwater.co.nz
Subject: RE: Follow up to OIA IRO-422

Kia ora [redacted]

██████ made me aware of the issue when he returned from leave this week. He has expressed his regret, and I will work with him and his line manager on better processes for when he is on leave.

Unfortunately we don't have a lot of people here, so it is hard for ██████ to meet all the requests on time. But we definitely need to work through better cover in ██████ absence.

My apologies, again...

Ngā mihi

██████ (she/her)

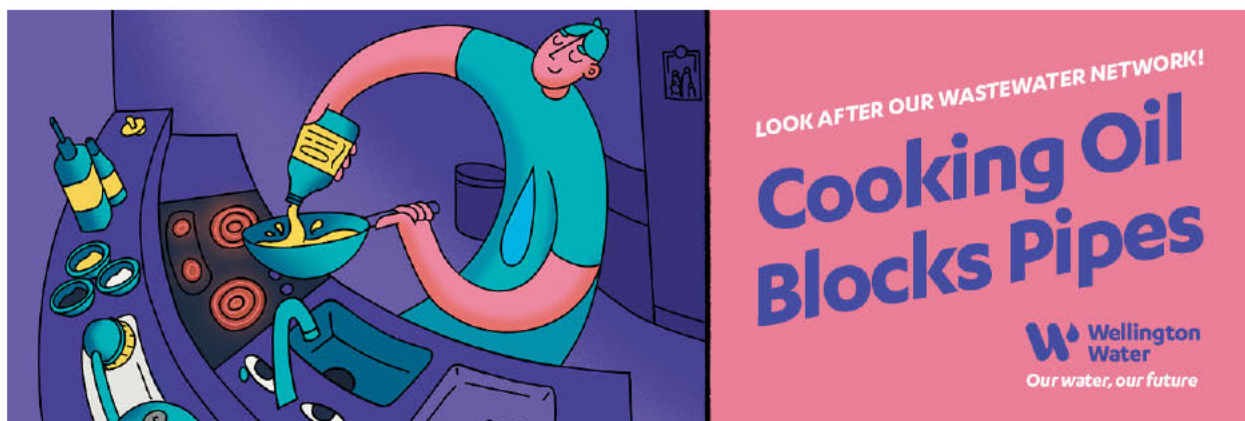
Chief Executive



Tel 04 912 4400 Mob ██████

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



From: ██████@gmail.com <██████@gmail.com>
Sent: Wednesday, June 14, 2023 8:04 PM
To: ██████@wellingtonwater.co.nz
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: Follow up to OIA IRO-422

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██████ – this is a blatant abuse of process, which I think you know.

Yet again Wellington Water chooses to miss a statutory deadline, without explanation and without consultation or agreement, and then arbitrarily extends the date by 15 working days. How does this reconcile with your commitment that “the team agrees and we will be making sure this occurs in the future” in respect of being transparent in its dealings with me?

Where is your management accountability here, and how can you sanction ██████ casual approach to managing Wellington Water’s statutory obligations? ██████ leave was presumably planned and approved. You have had over 20 working days to pull together the information. ██████ was only on leave for a week. What did ██████ do re my request for the other 15 working days?

On what basis is [REDACTED] planning to request payment to process my request? There is nothing novel or complicated about what I asked for.

Please show a little courtesy and get back to me on this, and also address my question to you on how you reconcile what you wrote to me against your actual performance.

Finally, is my sense correct that Wellington Water thumbs its nose at its statutory obligations knowing full well there are no consequences?

Regards
[REDACTED]

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Wednesday, June 14, 2023 11:19 AM

To: [REDACTED]@gmail.com

Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED]
[REDACTED] wellingtonwater.co.nz>

Subject: Follow up to OIA IRO-422

Kia ora [REDACTED]

Thank you for your email.

I sincerely apologise that we have not met the statutory deadline in responding to your request by Monday 12 June 2023 and that the CE's expectations have not been met.

Unfortunately, our capacity in pulling together an update on your request last week was limited as I was on leave. We had planned to communicate that we required a payment to provide the requested information but due to staff absence this was not possible.

The information you have requested will take some time to package for response, and we will still be able to get that to you, but we do require more time – to Friday 30 June 2023. I understand that this is outside the statutory deadline.

Ngā mihi nui,
[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

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From: [REDACTED]@gmail.com [REDACTED]@gmail.com>

Sent: Tuesday, June 13, 2023 7:39 PM

To: Official Information <official.information@wellingtonwater.co.nz> [REDACTED]

[REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] - what is the call about? Wellington Water is out of time, and has chosen – again - not to meet its statutory obligations.

[REDACTED] – you are no doubt aware of this, so how do you reconcile your statement “I have used your concerns as an opportunity to reinforce with our team my expectation that we meet the obligations to requestors laid out in the Local Government Official Information and Meetings Act?”

Regards

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, June 13, 2023 12:08 PM

To: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>

Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

I hope this email finds you well.

Would you be available for a phone conversation this afternoon – or at this week that is convenient for you?

If so, I have attached my phone number below.

[REDACTED]
Ngā mihi nui

[REDACTED] (he/him)

Governance Coordinator - Business Services



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Tuesday, May 16, 2023 4:32 PM

To: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>

Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; Official Information <official.information@wellingtonwater.co.nz>

Subject: Acknowledgment of Receipt - OIA IRO-422

Kia ora [REDACTED]

Official information request on follow up to OIA IRO-379.

Thank you for your official information request dated Sunday 14 May 2023.

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 12 Jun 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: [REDACTED]@gmail.com [REDACTED]@gmail.com>
Sent: Sunday, May 14, 2023 2:29 PM
To: [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: Wellington Water - OIA Process Improvements

Caution: This is an external email. Please take care when clicking links or opening attachments.

[REDACTED] thank you for your 10 May letter.

Noting the statement in the last paragraph of your letter, please treat this as a LGOIMA request for:

1. The reasons for the extension
2. Why Wellington Water chose not to meet its statutory obligations
3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water
4. The reasons why these people had to be consulted
5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation
6. The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations
7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it
8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension

9. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above

Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGOIMA to process for what was not a complex request.

I would expect you will be able to get back to me well within the statutory period given [REDACTED] – and I assume yourself – already holds all the relevant files and notes.

Regards

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

Sent: Wednesday, May 10, 2023 1:04 PM

To: [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>

Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

Subject: Wellington Water - OIA Process Improvements

Kia ora [REDACTED]

I write regarding your complaint to the Ombudsman about our performance on your information request. I want to apologise for Wellington Water not meeting your expectations. It has given us reason to reflect and improve.

I have written a letter addressing your concerns, please see that attached.

Ngā mihi nui

[REDACTED]

[REDACTED] (she/her)

Chief Executive (Acting)



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



LOOK AFTER OUR WASTEWATER NETWORK!

Cooking Oil Blocks Pipes

W Wellington
Water
Our water, our future

[REDACTED]

From: Official Information
Sent: Thursday, June 22, 2023 3:37 PM
To: [REDACTED]
Cc: Official Information
Subject: RE: [REDACTED] [REDACTED] shared "OIA IRO-422 Official Information Request - follow up regarding OIA IRO-344" with you.

Hiya,

Thank you!

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Thursday, June 22, 2023 3:33 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: [REDACTED] shared "OIA IRO-422 Official Information Request - follow up regarding OIA IRO-344" with you.



[REDACTED] [REDACTED] shared a file with you

Hi both - some minor amends in here. I am not comfortable with this response going out in my name. I think it should be a GM, or perhaps [REDACTED] - she has had conversation/s with him. Cheers [REDACTED]



[OIA IRO-422 Official Information Request - follow up regarding OIA IRO-344](#)



This link only works for the direct recipients of this message.

Open



[Privacy Statement](#)



[Redacted]

From: Official Information
Sent: Thursday, June 22, 2023 5:23 PM
To: Official Information; [Redacted]
Cc: [Redacted]
Subject: RE: [For CE Review and Approval] - OIA IRO-422

Also note that I had to change some of the information in the Appendix B – conversation log – to ensure it made sense seeing’s I am the one signing it out, not [Redacted] 😊

[Redacted]

[Redacted] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Thursday, June 22, 2023 5:18 PM
To: [Redacted]@wellingtonwater.co.nz
Cc: [Redacted]@wellingtonwater.co.nz; [Redacted]@wellingtonwater.co.nz; [Redacted]@wellingtonwater.co.nz; Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: [For CE Review and Approval] - OIA IRO-422

Thank you, have attached my name.

[Redacted]

[Redacted] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Sent: Thursday, June 22, 2023 5:13 PM
To: Official Information <official.information@wellingtonwater.co.nz>
Cc: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: RE: [For CE Review and Approval] - OIA IRO-422

[REDACTED]

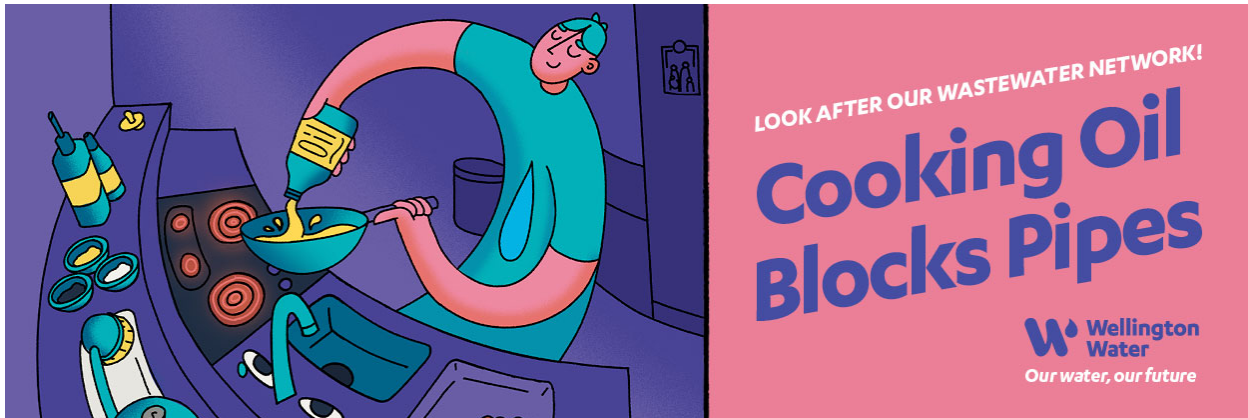
Ngā mihi
[REDACTED]

[REDACTED] (she/her)
Chief Executive



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Thursday, June 22, 2023 3:43 PM
To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Cc: Official Information <official.information@wellingtonwater.co.nz>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>
Subject: [For CE Review and Approval] - OIA IRO-422
Importance: High

Kia ora [REDACTED]

The response to [REDACTED] is ready for approval.

OIA #	Transfer (Y/N)	Requester Contact Details:	Requestor Email	Request Details	Lead Information Gathering	Date Received	F
422	N		@gmail.com	<p>Noting the statement in the last paragraph of your letter, please treat this as a LGDIMA request for:</p> <ol style="list-style-type: none"> 1. The reasons for the extension 2. Why Wellington Water chose not to meet its statutory obligations 3. The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water 4. The reasons why these people had to be consulted 5. All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation 6. The documented evidence this extension was carefully considered - balancing my rights against Wellington Water's obligations 7. The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it 8. The roles and organisations (again I do not need to know the names) of the people who had to be consulted AFTER Wellington Water's unilateral extension <p>3. All correspondence, in whatever form - including file notes and records of discussions - in relation to (8) above</p> <p>Can you confirm that Wellington Water acted reasonably at all times in processing my request and reconcile this against its actual performance and whether you believe it was acceptable for Wellington Water to take 50% longer than the statutory requirement in the LGDIMA to process for what was not a complex request.</p>		14-May-2023	0

[OIA IRO-422 Final Correspondence](#)

indicated that the letter is best signed out in your name.

Ngā mihi

(he/him)

Governance Coordinator - Business Services

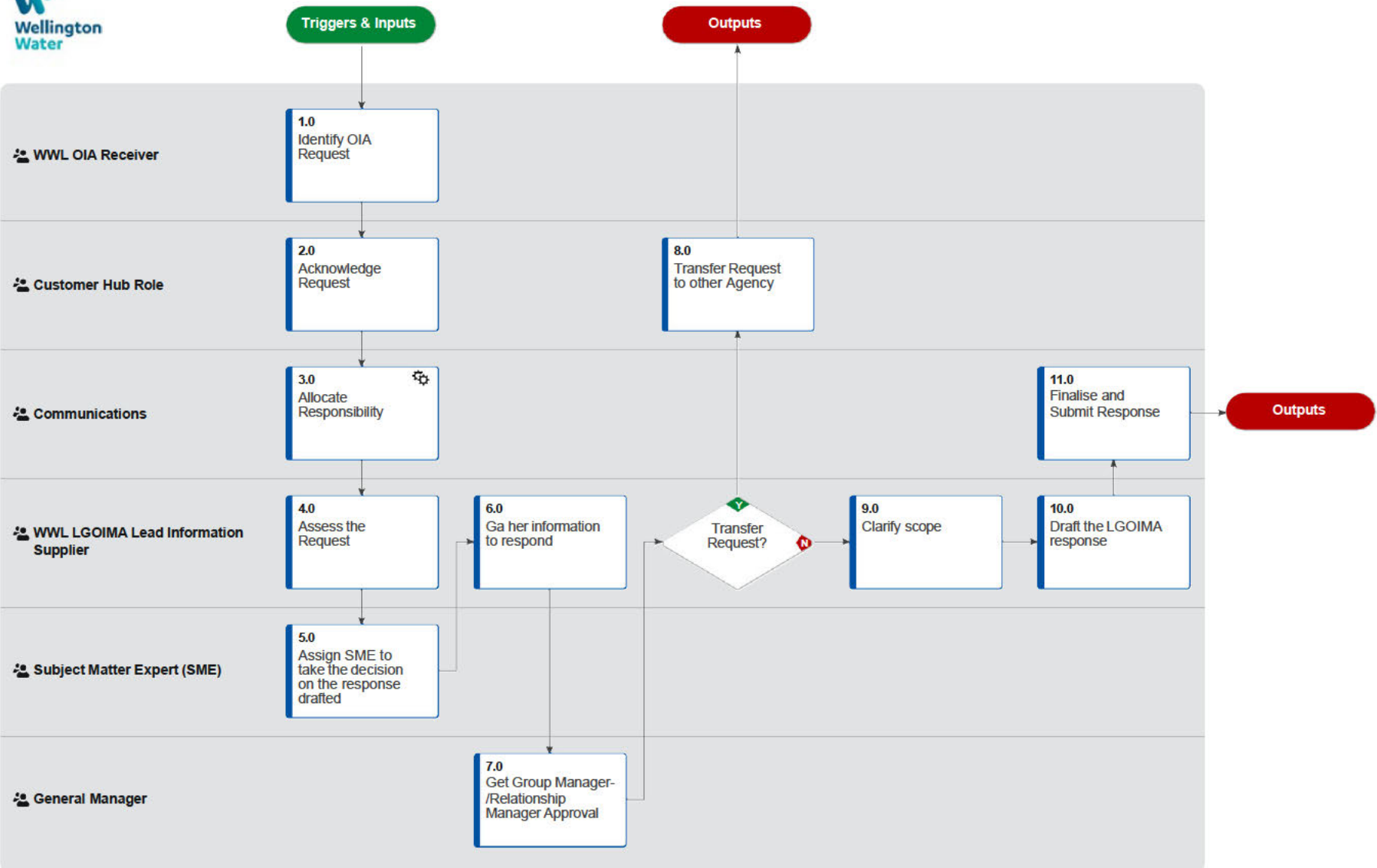


Tel 04 912 4400

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Handling Requests through Official Information Act (LGOIMA) [In Progress] v0.56

Summary

Objective

Define a process to assist Wellington Water in recognising and responding to requests for information under the Local Government Official Information and Meetings Act 1987 (LGOIMA).

Background

The LOGIMA act outlines the public's right to access information held by local bodies, rules around how this information is provided, and how long a local government agency has to respond to an information request.

Owner [REDACTED]

Expert [REDACTED]

Procedure

1.0 Identify OIA Request

WWL OIA Receiver


- a Request is received via following sources: email of the OIA mailbox, Wellington Water Limited Employee, Service Request, Through the respective councils and lastly could be via telephone conversation.

NOTE **What if the request was not made in writing?**
Ask the OIA Requester if they will log the request in writing via email or letter.
If they will not, or are unable to log the request in writing then liaise with the Communications team to draft the information request as per your understanding and provide it to the Requester.


2.0 Acknowledge Request

Customer Hub Role

- a Add the information request to the LGOIMA / OIA register saved at G:\15-Communications\Corporate Communications\Official Information Act Requests and Responses

 LGOIMA Register
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/WWL%20LGOIMA%20Register.xlsx?Web=1>

- b Send an acknowledgement or request letter to the requestor.

 Template Acknowledgement Letter
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/LGOIMA%20request%20acknowledgement%20letter%20template.docx?Web=1>

NOTE **Request should be acknowledged within 1 working day**


- c Send a communication to the Customer Hub Team about the request received
- d Store a copy of the written request in the corresponding LGOIMA request folder. @ G:\15-Communications\Corporate Communications\Official Information Act Requests and Responses

3.0 Allocate Responsibility


Communications

- a Confirm that Section 10 of LGOIMA applies to the request

- b Update the LGOIMA register with allocation information. The request data is saved in 2 Registers Namely 1) Master Register (Archives) 2) Open Job Register.

 LGOIMA Register
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/WWL%20LGOIMA%20Register.xlsx?Web=1>

- c Complete Section 1: Background information of the LGOIMA Internal Information Capture Form.

 LGOIMA Internal Information Capture Form Template
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/LGOIMA%20Internal%20information%20capture%20form.docx?Web=1>

- d Send the LGOIMA Internal Information Capture Form to the Lead Information Supplier.

4.0 Assess the Request

WWL LGOIMA Lead Information Supplier

NOTE **The request should be assessed within 3 business days.**

- a Review the request.

NOTE **Review the request and identify what information is required**

- b Complete Section 2: Assessment of the request of the LGOIMA internal Information Capture Form

NOTE **The LGOIMA Internal information Capture Form will be provided to you by the communications team**

NOTE **What should I think about when completing Section 2?**

- Are you the best person to answer the request, or is there someone else within WWL that should respond?
- Does WWL have the information being requested or is there another organization / agency that holds the information?
- Who would the best contact be?
- Does the request provide enough information to understand the request
- Is the scope achievable within 20 days?

- c Establish timelines to compile the required information and respond to the request.

5.0 Assign SME to take the decision on the response drafted

Subject Matter Expert (SME)

- a Send the notification when a request is received and its response is sent.

6.0 Gather information to respond

WWL LGOIMA Lead Information Supplier

- a Gather information that is required to draft response.
- b Analyse the information that you have collected and consult with communications team.
- c Get the GM Approval/Signed Off on the Response information gathered

7.0 Get Group Manager/Relationship Manager Approval

General Manager

- a** Send the approval request to the General Manager before transferring the request response further

NOTE Approval could be required from multiple Group Managers

Depending on the request type, group manager approval will be decided based on : 1) Single approval required from the Group Manager/Relationship Manager 2) Multiple approvals required from the Group Manager/Relationship Manager

? Transfer Request?

WWL LGOIMA Lead Information Supplier


YES... NEXT ACTIVITY

NO. Continue


8.0 Transfer Request to other Agency

Customer Hub Role

- a** Send transfer letter to the requester.

 Template Transfer letter to Requester
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/LGOIMA%20transfer%20to%20requester%20template.docx?Web=1>

- b** Send transfer letter to the other agency that needs to complete the request.

 Template Transfer letter to other agency
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/LGOIMA%20transfer%20to%20agency%20letter%20template.docx?Web=1>

- c** For Partial Transfer Request where request is partially transferred to the third party agency through Porirua City council involved and transfer of the request is done through them


9.0 Clarify scope

WWL LGOIMA Lead Information Supplier

- a** Understand if further information is required from the requester (within 7 working days).

NOTE What do I do if Clarification is required?

- Send clarification request to the requester within 7 working days.
- Close the original request.
- The requester has 20 working days to submit the clarification request.
- This will be logged as a new request once received.

 Template Letter seeking clarification or amendment of request
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/LGOIMA%20Clarification%20or%20amendment%20letter%20template.docx?Web=1>


- b** Confirm if any charges will apply to the request (within 7 working days).


NOTE What do I do if there is a charge for the information requested?

Inform the requester of the charges.

The requester will then decide if they want to either:

1. Proceed with request and process the charges.
2. Amend the request (refer to 6.0 a. "Seeking clarification or Amendment of Request").
3. Raise a Complaint to Ombudsman.


 A guide to charging for official information under the OIA and LGOIMA
<https://www.ombudsman.parliament.nz/resources/charging-guide-charging-official-information-under-oia-and-lgoima>

 Template letter for charging the requester for the information
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/LGOIMA%20charging%20requestor%20template%20letter.docx?Web=1>

- c** Consider the timeframes and decide if an extension is required (within 20 working days).

NOTE IF an extension is required

Inform requester of the extended timeframe and update the OIA Register

 Template Extension letter
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/LGOIMA%20extension%20request%20template%20letter.docx?Web=1>

- d** Update the LGOIMA request in the OIA Register with the additional information.

 LGOIMA Register
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/WWL%20LGOIMA%20Register.xlsx?Web=1>

- e** Inform the Customer Hub of any extensions that have been granted.

10.0 Draft the LGOIMA response

WWL LGOIMA Lead Information Supplier

NOTE A Draft response should be completed and provided to the communications team within 10 working days.

If an extension was granted and is logged in the LGOIMA register, then the response needs to be communicated by the due date.

- a** Identify any documents required to answer the question.
- b** Identify any redactions that are required to these documents and why.
- c** Complete Section 3: Response to the request of the LGOIMA internal Information Capture Form.
- d** Compile the information and draft a response with the communications team.

11.0 Finalise and Submit Response


Communications

- a** Review the draft response and make updates / edits as required.

NOTE Final Response should be submitted within 20 working days (SLA not mandatory in the current system)

Unless extension was communicated and updated on the register

- b Make any identified redactions to the documents.
- c Submit response to requester (cc. Manager, Group Manager, Risk and Assurance, Customer Hub, Third party agency (If Required)).

 Template Response Letter
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/LGOIMA%20decision%20communication%20template.docx?Web=1>

NOTE If 15 working days has passed without a OIA response or notification of an extension the Customer Hub will follow up.

They will email the communications team manager, the lead information supplier and their manager.

- d Save the whole requester communication at G:\15-Communications\Corporate Communications\Official Information Act Requests and Responses

NOTE In the current System - Responses are not published

In the current process we dont publish the responses on WWL woogle website

- e Update OIA register.

 LGOIMA Register
<https://woogle.wellingtonwater.co.nz/site/cceg/activity/WWL%20LGOIMA%20Register.xlsx?Web=1>

Outputs & Targets

OUTPUTS

Output	To Process	How Used
LGOIMA Response letter	N/A	Used to answer the information request
Updated LGOIMA register	N/A	Tracks that the request has been completed
LGOIMA Request Transfer letter	N/A	Requester is made aware of request transfer
LGOIMA Agency transfer letter	N/A	Agency is aware of information request

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Categorize Customer Contact	Input	-

PROCESS LINKS TO THIS PROCESS

None Noted

RACI

RESPONSIBLE

Roles that perform process activities

All Groups within Wellington Water

Systems that perform process activities

None Noted

ACCOUNTABLE

For ensuring that process is effective and improving

Process Owner

Process Expert

CONSULTED

Those whose opinions are sought

STAKEHOLDERS

Dependent on request type but always Team Leader,

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
Social Media request for information	Ad hoc	TBC
Verbal request for information	Ad hoc	TBC
Email request for information	Ad hoc	TBC
Letter request for information	Ad hoc	TBC
Submission Made from Wellington Water Website	Ad hoc	TBC

INPUTS

Input	From Process	How Used
Written information request	N/A	Used to define the scope of the Information request.
Requester contact information	N/A	Used to follow up with and get additional information for the request
Customer Contact	Categorize Customer Contact	This is how the request is recieved
Email in official.information@wellingtonwater.co.nz mailbox	N/A	Used to define the scope of the information request

Communications and Engagement, Group Manager of the assigned team.

STAKEHOLDERS FROM LINKED PROCESSES

None Noted

INFORMED

Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

Confirm

Lean

None Noted