

Thursday 22 June 2023

OIA IRO-422

Name: [REDACTED]

Email: [REDACTED]@gmail.com

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. You requested the following information:

1. The reasons for the extension,
2. Why we chose not to meet our statutory obligations,
3. The roles and organisations (noting you did not need to know the names) of the people who had to be consulted by us,
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 our consultation,
6. The documented evidence this extension was carefully considered – balancing your rights against our obligations,
7. The reasons why we, after unilaterally extending the time, chose not to meet it,
8. The roles and organisations (noting that you did not need to know the names) of the people who had to be consulted AFTER our unilateral extension, and
9. All correspondence, in whatever form – including file notes and records of discussions – in relation to (8) above.

You also asked that we confirm we acted reasonably at all times in processing your request and that we reconcile this against our actual performance and whether you believe it was acceptable for us to take 50% longer than the statutory requirement in the LGOIMA to process what was not a complex request.

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

Please refer to Appendix A of this letter for our responses to your above questions, and Appendix B for additional information on conversations. Subject to redactions, the correspondence we are releasing can be found in this [Drop Box](#).

Some of the information within email 46 and email 63 has been withheld as it is not within scope of your request. Information within email 13 and email 14 has been withheld in accordance with [Section 7\(2\)\(f\)\(i\)](#) of the Act and information in emails 6, 7, 8, 9, 10, 27 (Page 1), 28 (Page 2), 38, 48, 53 and 57 has been withheld under [Section 7\(g\)](#).

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

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,



Governance Coordinator

Appendix A

Question 1: The reasons for the extension

Answer...

We have already communicated with you the reason for our extension and have included those in the correspondence provided in the Drop Box folder.

Question 2: Why Wellington Water chose not to meet its statutory obligations

Answer...

We are declining this part of your request in accordance with [Section 17\(e\)](#) of the Act as the information does not exist.

Question 3: The roles and organisations (I do not need to know the names) of the people who had to be consulted by Wellington Water

Answer...

The organisation we engaged with in various parts of your request was Wellington City Council. The correspondence to them, and the roles of those officers can be found within the provided correspondence.

Question 4: The reasons why these people had to be consulted

Answer...

The reason for our engagement with those officers is expressed within the provided correspondence.

Question 5: All correspondence, in whatever form - including file notes and records of discussions - relating to Wellington Water's consultation

Answer...

All correspondence has been included in the Drop Box folder.

Question 6: The documented evidence this extension was carefully considered – balancing my rights against Wellington Water's obligations

Answer...

All correspondence has been included in the Drop Box folder.

Question 7: The reasons why Wellington Water, after unilaterally extending the time, chose not to meet it

Answer...

We are declining this part of your request in accordance with [Section 17\(e\)](#) of the Act as the information does not exist.

Question 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

Answer...

Information on those engaged with, post-extension, is contained within the provided correspondence.

Question 9: All correspondence, in whatever form – including file notes and records of discussions - in relation to (8) above

Answer...

Information on those engaged with, post-extension, is contained within the provided correspondence. In addition, I have provided a log of conversations I had, to the best of my recollection, in Appendix B of this letter.

Question 10: 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.

Answer...

In previous correspondence with you, we have expressed our sincerest apologies for the time it has taken to respond to your request and acknowledge that it is not acceptable to miss the statutory deadlines. We failed to meet those deadlines on all three occasions – including our response to this request.

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

Appendix B

Log of recollections of conversations with regards to OIA IRO-379 – for OIA IRO-422.

(Please note that the below information is to the best of my recollection).

Conversations with Group Managers (GM)

In the lead up to having the first Acting GM – Customer Operations Group review and approve the initial response on April 14, I had a conversation with them to provide context and history on OIA IRO-379 and OIA IRO-344 as they had not allowed adequate time for them to review the request and approve. The aim of this conversation was to assure that all information was in hand and ready to be sent – prior to realising there was missing data.

Within the Drop Box folder, there is an image – OIA IRO-422 Picture – which details a conversation between myself and the first Acting GM.

Additionally, a conversation was had with the second Acting GM – Customer Operations Group between Email 54 and Email 55 to ensure the additional data being providing was correct.

Conversations with the Team Lead, Communications and Engagement

Conversations were had between myself and the Team Lead, Communications and Engagement on OIA IRO-379 request to ensure that there were no gaps and that what was being providing was adequate to respond with. In addition, these conversations also ensured that we answered your questions in alignment with the Act.