

Wednesday 1 March 2023

OIA IRO-358

Name: [REDACTED]

Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED]

Official information request on leak at Admiralty Street, Crofton Downs.

Thank you for your official information request dated Tuesday 31 January 2023.

The Local Government Official Information and Meetings Act 1987 (the Act) requires that we advise you of our decision on your request no later than 20 working days after the day we received it. Unfortunately, we cannot meet the timeframe and must therefore extend the time to make our decision, to Friday 10 March 2023.

Pursuant to [Section 14\(1\)\(b\)](#) of the Act, this extension is necessary as consultations to decide on your request are such that a proper response cannot reasonably be made within the original time limit.

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]

Governance Coordinator

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www.wellingtonwater.co.nz

Our water, our future

Wednesday 8 March 2023

OIA IRO-358

Name: [REDACTED]

Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED]

Official information request on a leak at Admiralty Street, Crofton Downs.

Thank you for your official information request dated Tuesday 31 January 2023.

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 your request in full.

Our answer to your question is in the Appendix of this letter.

Some of the information within the Job Sheets provided has been redacted pursuant to [Section 7\(2\)\(a\)](#) as it personal information about private individuals.

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

Ngā mihi

[REDACTED]
Team Lead, Communications and Engagement

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Appendix

The text you received, confirming the fault was repaired, was likely a result of our team determining the leak was not located at that site and closing the request off. We understand that this communication does not reflect the work carried out.

The reason a response to your text was not sent is because it went to an unmonitored inbox. Our Customer Operations Group are removing the 'Yes/No' response option this Friday and are reviewing mechanisms that could be implemented should someone respond to that text.

With regards to the leak itself, our team has located a leak on Chequers Way and will work to determine whether this is causing the issue at Admiralty Street. We have attached the job sheets in our email to you which show the job at Admiralty Street being closed off at and the active work sheet for the Chequers way leak. Once a determination is made, repairs will commence to resolve the matter.

We are currently unable to provide you with a repair time frame as other urgent reactive works are being carried out elsewhere.

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Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date	Summary	Detail	
3 Admiralty St, Crofton Downs, Wellington, 6035	WCCSR-249464	No Asset Selected	Leaking Pipes 3 ADMIRALTY STREET, Crofton Downs	Trickle - Road lifting at least 6-8 inches Phil Kitchen Phone: 021847075	Potable	3	CLOSE.CAN	10/11/2021 12:32:21 PM	10/11/2021 12:54:42 PM	10/11/2021 12:32:42 PM	Note from Council	Address: 3 ADMIRALTY STREET, Crofton Downs Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25980239349569,174.7606618179995
										10/11/2021 12:54:12 PM	To be actioned on WCCSR-228615	Duplication of WCCSR-228615. Cancelling<!-- RICH TEXT -->
										10/11/2021 12:56:47 PM	Note from Council	Re-assigned by WCC
1 Admiralty Street, Crofton Downs, Wellington, 6035	WCCSR-266663	No Asset Selected	Leak detection; 1 Admiralty Street, Crofton Downs	<div>Trickle - Caller advised that a strip of tarmac at the intersection of Downing and Admiralty (coming down Admiralty and across Downing) that has been consistently wet for the last few weeks. Caller noted that this strip appears to be located exactly where there was a severely burst main 7 years ago, and caller suspects that this may happen again. Please investigate.</div><div> </div><div> </div><div>AD Riley PO 259085 </div><!-- RICH TEXT -->	Potable	3	CLOSE	11/5/2021 3:46:21 PM	5/23/2022 1:44:04 PM	11/5/2021 3:46:34 PM	Note from Council	Address: 1 ADMIRALTY STREET, Crofton Downs Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25965976007433,174.76076213401248
										11/5/2021 4:21:56 PM	sent to rover to investigate	sent to █████ to investigate <!-- RICH TEXT -->
										12/3/2021 2:32:42 PM	█████	Taken seepage sample from road/ sample dropped at ELS.
										12/3/2021 2:32:43 PM	Status Change to PAUSE	Waiting for results from ELS.
										12/8/2021 12:21:11 PM		emailed hub to pass to leak detection<!-- RICH TEXT -->
										12/8/2021 2:12:35 PM	Leak detection requested	ADR requested<!-- RICH TEXT -->
										12/31/2021 12:17:05 PM	LDS email photos attached	
										1/12/2022 2:48:04 PM	LDS email	<p class="MsoNormal">I have been to this job before only under WO99591 for 18 Downing St. I went back today and the 2 leaks I marked at 1 and 11 Checkers Way in September have not been fixed. The power has been marked out but no digging done. See pictures.</p><p class="MsoNormal">I will forward you soon my email to Christine on 30 September.</p><!-- RICH TEXT -->
										5/23/2022 1:43:47 PM	job related and to be completed under WCCSR-321234	job related and to be completed under WCCSR-321234 completing job <!-- RICH TEXT -->
										5/24/2022 10:33:32 AM	Note from Council	Hi , The problem is still occurring with water a trace still clearly evident across the road in Downing street. Thank you
1 Admiralty Street, Crofton Downs, Wellington, 6035	WCCSR-385178	No Asset Selected	Leaking Pipes 1 Admiralty Street, Crofton Downs	Trickle - Water leak on road at the start of Admiralty St, flowing down street. Approx. 10L in a few mins.	Potable	3	CLOSE.CAN	5/21/2022 5:03:21 PM	5/23/2022 5:02:13 PM	5/21/2022 5:03:33 PM	Note from Council	Address: 1 ADMIRALTY STREET, Crofton Downs Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.259959963111235,174.7607114700736
										5/23/2022 5:02:10 PM	Cancelled duplicate	Cancelled duplicate of WCCSR-321234 under which these repairs are being completed.<!-- RICH TEXT -->
										5/23/2022 5:05:34 PM	Note from Council	Re-assigned by WCC

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
18 Downing Street, Crofton Downs, Wellington, 6035	WCCSR-321234	No Asset Selected	LEAK DETECTION;18 DOWNING STREET, Crofton Downs ()	<p><div>Trickle - Looks like ground water seeping through the road. Please log to Wellington water to assess and repair. Thanks</div><div> </div><div> </div><div>14/4/22 Job for leak at 11 Chequers Way raised on WCCSR-228615-2</div><div>12/8 nb - Waiting on WCCSR-228615-2 to be completed</div><div>26/08 AS - Waiting on WCCSR-228615-2 </div><!-- RICH TEXT --></p>	Potable	3	INPRG.RESC HED	2/3/2022 3:16:21 PM		2/3/2022 3:16:33 PM	Note from Council	<p>Address: 18 DOWNING STREET, Crofton Downs Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25955922945426,174.7611416349565</p>
										2/14/2022 11:14:51 AM	JE - Assigned to ██████████	JE - Assigned to ██████████ RICH TEXT -->
										3/29/2022 6:36:39 PM	Status Change to PAUSE	Assign to leak detection.
										4/6/2022 11:58:41 AM	ADR requested	Leak detection requested<!-- RICH TEXT -->
										4/11/2022 7:42:27 AM	Leak Detection Notes Received 10/04/2022	<p><div>██████████</div><p class="MsoNormal" style="background:white">We have surveyed the area. </p></p> <p><p class="MsoNormal" style="background:white">I have marked a leak by the valve going into the blue meter box just past 9B Chequers Way. I have marked this 2_3 times before. It is by a high voltage power cable. See picture.</p></p> <p><p class="MsoNormal" style="background:white">I believe this water is going down the bank into Admiralty St to cause the issue in Downing.</p><!-- RICH TEXT --></p>
										4/14/2022 2:01:45 PM	Job For 9B Chequers Way Leak Raised On WCCSR-321234-1	Job for leak at 9B Chequers Way raised on WCCSR-321234-1 <!-- RICH TEXT -->
										5/19/2022 12:49:25 PM	Waiting on Job for leak at 11 Chequers Way raised on WCCSR-228615-2	<div>Job for leak at 11 Chequers Way raised on WCCSR-228615-2</div><div> </div><div>Below job was related to this internal job. </div><!-- RICH TEXT -->

18 Downing Street, Crofton Downs, Wellington, 6035	WCCSR-321234	LEAK DETECTION;18 DOWNING STREET, Crofton Downs ()	Trickle - Looks like ground water seeping through the road. Please log to Wellington water to assess and repair. Thanks 14/4/22 Job for leak at 11 Chequers Way raised on WCCSR-228615-212/8 nb - Waiting on WCCSR-228615-2 to be completed	Potable Water	3	INPRG.RESC HED	2/3/2022 3:16:21 PM		2/3/2022 3:16:33 PM	Note from Council	Address: 18 DOWNING STREET, Crofton Downs Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25955922945426,174.7611416349565
									2/14/2022 11:14:51 AM	JE - Assigned to [REDACTED]	JE - Assigned to [REDACTED]
									3/29/2022 6:36:39 PM	Status Change to PAUSE	Assign to leak detection.
									4/6/2022 11:58:41 AM	ADR requested	Leak etection requeste
									4/11/2022 7:42:27 AM	Leak Detection Notes Received 10/04/2022	[REDACTED]:We have surveyed the area. I have marked a leak by the valve going into the blue meter box just past 9B Chequers Way. I have marked this 2_3 times before. It is by a high voltage power cable. See picture. I believe this water is going down the bank into Admiralty St to cause the issue in Downing.
									4/14/2022 2:01:45 PM	Job For 9B Chequers Way Leak Raised On WCCSR-321234-1	Job for leak at 9B Chequers Way raised onWCCSR-321234-1
									5/19/2022 12:49:25 PM	Waiting on Job for leak at 11 Chequers Way raised on WCCSR-228615-2	Job for leak at 11 Chequers Way raised on WCCSR-228615-2Below job was related to this internal job.

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
9B Chequers Way, Crofton Downs, Wellington, 6035	WCCSR-321234-1	No Asset Selected	Leaking Pipes: 9B Chequers Way, Crofton Downs	<p><div>Job raised as per leak detection notes on WCCSR-321234:</div><div>We have surveyed the area. </div><p class="MsoNormal" style="color: rgb(128, 128, 128); background: white;">I have marked a leak by the valve going into the blue meter box just past 9B Chequers Way. I have marked this 2_3 times before. It is by a high voltage power cable. See picture.</p><p class="MsoNormal" style="color: rgb(128, 128, 128); background: white;">I believe this water is going down the bank into Admiralty St to cause the issue in Downing.</p></div></div><div>11/04/2022 JB - Ordered Plans 2006799</div></div></div>
</div><!-- RICH TEXT --></p>	Potable	3	CLOSE.CAN	4/11/2022 7:43:31 AM	4/28/2022 9:03:42 AM	4/11/2022 7:50:18 AM	Job raised as per leak detection notes on WCCSR-321234	<p><div>We have surveyed the area. </div><p class="MsoNormal" style="color: rgb(128, 128, 128); background: white;">I have marked a leak by the valve going into the blue meter box just past 9B Chequers Way. I have marked this 2_3 times before. It is by a high voltage power cable. See picture.</p><p class="MsoNormal" style="color: rgb(128, 128, 128); background: white;">I believe this water is going down the bank into Admiralty St to cause the issue in Downing.</p></div></div><!-- RICH TEXT --></p>
										4/11/2022 7:58:11 AM	11/04/2022 - Ordered Plans 2006799	Plans Ordered 2006799 <!-- RICH TEXT -->
										4/28/2022 8:58:24 AM	duplicate of WCCSR-228615-2	<div>Job cancelled and related to WCCSR-228615-2 under which the repair will be carried out</div><div> </div><!-- RICH TEXT -->
										4/28/2022 9:01:38 AM	Same job as last year	Same job as last year. this job was canceled because of finding out it was the same as WCCSR-228615-2. there were plans attached but we don't need them anymore. have emailed annemarie saying this is the same job from last year<!-- RICH TEXT -->
11 Chequers Way, Crofton Downs, Wellington, 6035	WCCSR-228615-2	WCC_PW072326	11 Chequers Way, Crofton Downs	<p><div>As per leak detection on - WCCSR-228615</div><div>#11 leak marked before the valve to the meter in a previous repair patch.</div><div><b style="background-color: rgb(255, 255, 0);">MARK OUTS HAVE BEEN ORDERED 06/10 - 1911865, WAITING ON REPLY TO SEE IF STANDOVER IS REQ'D</div><div>4/10 Plans ordered -</p>	Potable	3	INPRG.HD. PAUSE	10/4/2021 2:11:48 PM		10/4/2021 2:16:51 PM	Plans ordered - 1910611	Plans ordered - 1910611<!-- RICH TEXT -->

				<p>1910611 </div><div>05/10/21 sk - WAITING ON PWR PLANS, TRANSPWR IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </div><div>06/10/21 sk - WE plans rec'd, All plans attached, 33KV IN AREA , CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSET </div><div></p> <p><p class="MsoPlainText">Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.</p><div>If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig. A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website. All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or standover is required.Please contact myself or call 0800 248 148 for further instructions to book a Standover.</div><div>
</div><div><div>1 Chequers way - WCCSR-228615-1</div><div> </div><div>23/12 MW - WE (ref.#1955160) and Transpower (ref.#1955164) stand overs booked for 9am WED 29/12 </div><div> </div><div>
</div><!-- RICH TEXT --></p>									
											10/5/2021 8:00:41 PM	Waiting on Pwr plans	05/10/21 sk - WAITING ON PWR PLANS, TRANSPWR IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). <!-- RICH TEXT -->
											10/6/2021 9:52:10 AM	Plans attached	<div>06/10/21 sk - WE plans rec'd, All plans attached, 33KV IN AREA , CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSET </div><div><p class="MsoPlainText">Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.</p><div>If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig. A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website. All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or

												standover is required. Please contact myself or call 0800 248 148 for further instructions to book a Standover.</div></div><!-- RICH TEXT -->
										10/6/2021 9:52:54 AM	MARK OUTS HAVE BEEN ORDERED 06/10 - 1911865	<b style="background-color: rgb(255, 255, 0);">MARK OUTS HAVE BEEN ORDERED 06/10 - 1911865, WAITING ON REPLY TO SEE IF STANDOVER IS REQ'D<!-- RICH TEXT -->
										10/29/2021 1 8:36:37 AM	Status Change to PAUSE	Traffic management required
										12/9/2021 3:18:07 PM	Update	<div>Email from TL Dave:</div><div><p class="MsoNormal">109591 11 Chequers Way, Crofton Downs </p><p class="MsoNormal">Please order power stand over for Monday 13/12/21</p></div><!-- RICH TEXT -->
										12/9/2021 4:08:20 PM	Stand overs booked for 9am MON. 13/12	<div>WE (ref.#1949360) and Transpower (ref.#1949372) stand overs booked for 9am MON 13/12</div><div>Emailed TL Dave FYI</div><!-- RICH TEXT -->
										12/10/2021 1 9:44:59 AM		standover rebooked for wednesday 15/12/21<!-- RICH TEXT -->
										12/10/2021 1 10:14:32 AM		emailed atms to deliver letters for restricted access for wednesday<!-- RICH TEXT -->
										12/14/2021 1 4:09:18 PM	confirmed WE standover for 15/12	confirmed WE stand over for 15/12 - as per RICH TEXT ->
										12/15/2021 1 11:56:02 AM	Water off	<p class="MsoNormal">Water will be shut off for 11 Chequers Way, Crofton Downs. Job reference WCCSR-228615-2 for 2 hours from 11:50am – 1:50pm</p><p class="MsoNormal"></p><p class="MsoNormal">Reason for shutdown:</p><ul style="margin-top:0cm" type="disc"><li class="MsoNormal" style="mso-list:l1 level1 lfo1">Service Repair (Service Connection/Toby/meter)<li class="MsoNormal" style="mso-list:l1 level1 lfo1">Pipe/Hydrant/Valve failure</div>

											<p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">This will affect properties : <o:p></o:p></p></p> <ul style="list-style-type: none"> <span="" >all="" chequers="" class="MsoListParagraph" li="" li><="" o:p><="" of="" span><="" style='mso-fareast-font-family:"Times New Roman"' way<o:p><=""> <p><p class="MsoNormal" style="margin-left:18.0pt"><o:p> </o:p></p></p> <ul style="list-style-type: none"> <span="" >affecting="" 20="" approximately="" class="MsoNormal" li="" li><="" o:p><="" properties<o:p><="" residential="" span><="" style='mso-fareast-font-family:"Times New Roman"'> <span="" >affecting="" 0="" approximately="" class="MsoNormal" commercial="" li="" li><="" o:p><="" properties<o:p><="" span><="" style='mso-fareast-font-family:"Times New Roman"'> <p><!-- RICH TEXT --></p>	
										12/15/2021 1:22:18 PM	Requires planned works	Due to the depth of the main and the location of the leak being both deeper than 1.5m this job will be required to have worksafe notification, shoring, stand over for power and a large hydro vac truck to excavate. This will have to be a planned job because it will affect any sort of access for the last two properties on this street. Please see attachment for more details
										12/15/2021 1:22:19 PM	Status Change to PAUSE	Pass to █████ for planned works
										12/15/2021 3:47:08 PM	█████ phoned to reassign to 2man	█████ phoned to reassign to 2man<!-- RICH TEXT -->
										12/23/2021 3:06:34 PM	Stand overs booked for 9am WED. 29/12	WE (ref.#1955160) and Transpower (ref.#1955164) stand overs booked for 9am WED 29/12 <!-- RICH TEXT -->
										12/23/2021 3:07:55 PM	Stand overs not possible until 10/1	Spoke to █████ at WE who advised they're only providing emergency stand overs until staff return on 10/1. Spoke to and emailed TL █████ FYI.<!-- RICH TEXT -->
										4/28/2022 9:05:16 AM	photo attached from duplicate	photo attached from duplicate<!-- RICH TEXT -->
										4/28/2022 9:16:20 AM	Have emailed █████	Have emailed █████ due to WE wanting to know when this job will be done. █████ had emailed us wanting to know if a duplicate was the same job as this because we had ordered plans for the duplicate WCCSR-321234-1 <!-- RICH TEXT -->
										7/7/2022 9:51:35 AM	reassigned to █████ to rover req █████	reassigned to █████ to rover req █████ RICH TEXT -->

										7/7/2022 9:52:19 AM	Status Change to PAUSE	Spoke to [REDACTED] / assign to [REDACTED] to rover.
										7/7/2022 11:02:21 AM	Status Change to PAUSE	As mentioned in previous notes this Job will require work safe notification, stand over for power, large hydro Vac Truck and shoring to enter hole as it was 1.7m deep, fittings will be in 63mm PE, 2x 63mm males and 1x 63mm elbow
										7/7/2022 3:47:32 PM	reassign [REDACTED] req [REDACTED]	[REDACTED] jereme req [REDACTED] <!-- RICH TEXT -->
										1/11/2023 3:26:13 PM	Emailed TL [REDACTED]	<div>Emailed TL [REDACTED] to see if this repair has been completed or not.</div><div> </div><div>Possible duplicates currently related to more recent job WCCSR-478145</div><!-- RICH TEXT -->
										2/17/2023 2:04:03 PM	added photo from dup	added photo from dup<!-- RICH TEXT -->