

Tuesday 7 March 2023

**OIA IRO-361**

Name: [REDACTED]

Email: [REDACTED]@stuff.co.nz

Kia ora [REDACTED],

**Official information request regarding cross connection on Manners Street.**

Thank you for your official information request dated Tuesday 7 February 2023.

The Local Government Official Information and Meetings Act 1987 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 17 March 2023.

This extension is necessary because consultations necessary 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](http://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](http://www.wellingtonwater.co.nz)

**Our water, our future**

Thursday 16 March 2023

**OIA IRO-361**

Name: [REDACTED]

Email: [REDACTED]@stuff.co.nz

Kia ora [REDACTED],

**Official information request regarding cross-connection on Manners Street.**

Thank you for your official information request dated Tuesday 7 February 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.

The information you have requested is enclosed in our email to you.

Some of the details within the provided information has been redacted pursuant to [Section 7\(2\)\(a\)](#) and [Section 7\(2\)\(b\)\(ii\)](#) of the Act as it contains personal and commercially sensitive information.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi

[REDACTED]

**Team Lead, Communications and Engagement**

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**Our water, our future**

**From:** [REDACTED]  
**To:** [Official Information](#)  
**Subject:** FW: [REDACTED] cross connection [REDACTED]  
**Date:** Tuesday, February 21, 2023 8:58:21 AM  
**Attachments:** [REDACTED] - first letter.pdf  
[image001.png](#)  
[image002.png](#)

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**From:** [REDACTED]  
**Sent:** Tuesday, 13 December 2022 9:34 am  
**To:** [REDACTED].co.nz  
**Subject:** [REDACTED] cross connection [REDACTED]

Kia ora,

Wellington Water has identified a cross connection from your wastewater lateral to the stormwater network at [REDACTED] and [REDACTED] Te Aro. The pipe is discharging wastewater into the public stormwater network.

Wellington Water has issued a formal 'notice to fix' attached to this email, to follow up the notice that was issued to the property. As this is a matter of public health and is causing nuisance to the stormwater network and greater environment, we ask that you please engage a plumber or drain layer to investigate further and attend to the issue as soon as possible.

We thank you for your attention to this matter. Please do not hesitate to contact us if you have any questions.

Ngā mihi,

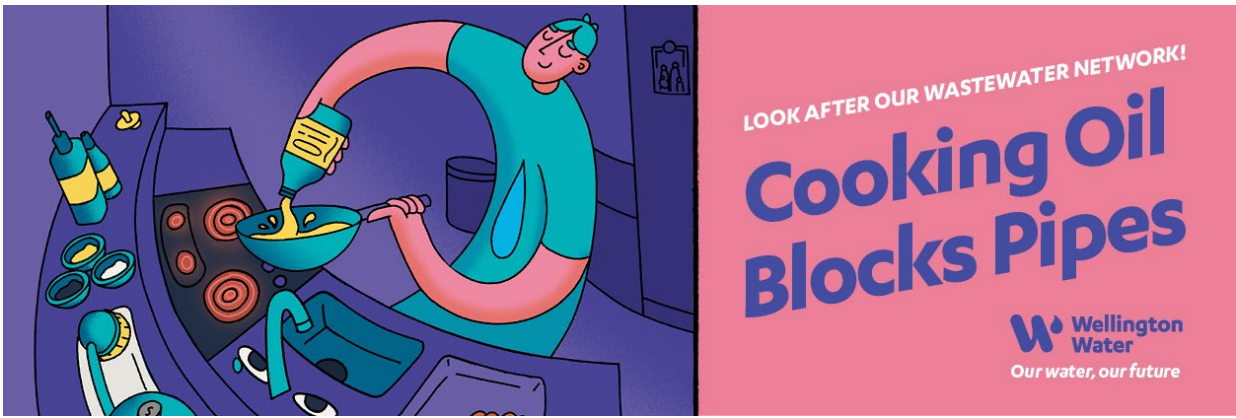
[REDACTED] [REDACTED] **Technical Advisor Drainage**  
**Customer Operations Group – Rongotai Planning Team**



Tel 04 912 4400

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

[www.wellingtonwater.co.nz](http://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.

Job Reference Number: [REDACTED]  
13/12/2022

[REDACTED]  
Te Aro, Wellington  
6011

**Private Drainage – Wastewater Lateral Cross Connected into Stormwater Network (Cross  
Connection)**

[REDACTED]  
**Notice of works required**

To [REDACTED],

Wellington Water have identified an issue with your private wastewater drainage system. Your wastewater lateral is cross connected into the stormwater network at [REDACTED] and [REDACTED] Te Aro. As a result of this issue your private wastewater drainage pipe is discharging into the stormwater network.

Under the LGA 1974 Section 459 clause (1f) and subsection 6, Council is entitled to notify and ensure a property owner constructs and maintains private drainage services to effectively and responsibly drain to a required public network without causing a nuisance or cause harm to public health, safety or adverse effects to the environment.

Please arrange for a plumber or drain layer to investigate the matter further and attend to this issue as soon as possible.

You must have the works completed within 14 days of this notice and let us know that the works are completed. If the above works are not completed in the time frame specified, Wellington Water may thereafter authorise the works to be carried out on behalf of the owner under Section 186 and recover all costs under Section 187 of the LGA 2002.

We understand that this is a challenging time and there may be level of difficulty in arranging for this issue to be fixed. If this is the case, we are more than happy to answer any questions you may have on the matter.

Please let Wellington Water know once the works have been completed. On behalf of Wellington Water, we appreciate your attention to this issue.

Yours Faithfully,

**Customer Operations Group**  
**04 912 4400**  
**info@wellingtonwater.co.nz**



**Reduce your water footprint by only using what you need.**

Taps use around six litres of water per minute, so leaving the tap running for two minutes a day equates to 168 litres a fortnight!



/wellingtonwater



@wgtwaternz & @wgtwateroutage



@wellington\_water

**From:** [REDACTED]  
**To:** [Official Information](#)  
**Cc:** [REDACTED]  
**Subject:** FW: [REDACTED]  
**Date:** Tuesday, February 21, 2023 8:57:42 AM  
**Attachments:** [image001.png](#)

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FYI

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**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Monday, 20 February 2023 4:01 pm  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** RE: [REDACTED]

Kia ora [REDACTED]

Tues after 2pm is better for me, but I see you are busy. Perhaps sometime around 4pm on Wednesday?

Nga mihi,

[REDACTED]

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**From:** [REDACTED].co.nz>  
**Sent:** Monday, 20 February 2023 3:49 pm  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Cc:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** RE: [REDACTED]

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

Hi [REDACTED]

I'm available on Tuesday after 2.00pm or Wednesday after 3.00pm. Just send a meeting invite.

Cheers

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

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**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Monday, 20 February 2023 3:06 pm  
**To:** [REDACTED].co.nz>  
**Cc:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** [REDACTED]

Kia ora,

Thank you for contacting Wellington Water regarding the cross connection at [REDACTED]

Are you available for a site visit to discuss the fault on Tuesday or Wednesday afternoon?

Ngā mihi,

[REDACTED] [REDACTED] **Technical Advisor Drainage**  
**Customer Operations Group – Rongotai Planning Team**



Tel 04 912 4400

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

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)



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