

Thursday 2 March 2023

**OIA IRO-373**

Name: [REDACTED]

Email: [REDACTED]@outlook.com

Kia ora [REDACTED],

**Official information request regarding Water and Drainage issues at 10 Leona Way, Paparangi.**

Thank you for your official information request dated Saturday 21 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 to decide on your request are such that a proper response cannot reasonably be made within the original time limit.

To ensure we respond with all relevant information held I need to consult with our IT team to source the correspondence. Once sourced, it takes time to review that material, ensure we have all we need and then package it for response.

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]

**Governance Coordinator**

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.**

Wednesday 30 March 2023

OIA IRO-373

Name: [REDACTED]

Email: [REDACTED]@outlook.com

Kia ora [REDACTED],

**Official information request regarding Water and Drainage issues at 10 Leona Way, Paparangi.**

Thank you for your official information request dated Saturday 21 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 information provided has been redacted pursuant to [Section 7\(2\)\(a\)](#) of the Act. This is because it is personal information about private individuals.

Wellington Water and Wellington City Council have identified that communication from customers on closed jobs are not being received therefore, we are unable to respond. We are currently investigating ways to remedy this situation.

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]

Senior Communications and Engagement Advisor

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 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington\_water

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

**Our water, our future.**

**From:** Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
**Sent:** Monday, October 17, 2022 1:55 PM  
**To:** wcc Customer  
**Subject:** WCC Report a leak, 10 LEONA WAY, Paparangi - [#SR-473412]

Kia ora Wellington Water,

You have been assigned a new priority 2 ticket.

**Request details**

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak  
Which water type is this regarding? : Drinking water or tap water  
How much water is leaking? : Steady flow  
Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend  
Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

**Customer details**

[Redacted]

+ [Redacted]@outlook.com

Ngā mihi,

Customer Services, Wellington City Council

[REDACTED]

---

**From:** Resolution Team  
**Sent:** Friday, February 3, 2023 1:47 PM  
**To:** [REDACTED]; Resolution Team; [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: How did we fix this?  
**Attachments:** 10 Leona Way, Paparangi.pdf

Kia ora [REDACTED]

In response to the service request being referred to below (WCCSR-473412) – on 16 November 2022 we sent a crew out to confirm that there were no sounds on any of the assets above the property on Helston Road.

Please note that the water seepage issues at 10 Leona Way has been a long standing issue. Prior to this service request, we had completed a thorough investigation of this water seepage issue. The outcome of Wellington Water’s investigations was sent to the customer on 30 September 2022 – please see attached.

Let me know if you need any further information,

Regards

[REDACTED]

[REDACTED] – Customer Resolution Specialist  
Customer Experience Team



Ph 04 912 4470 Mob [REDACTED]

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

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

If you have a complaint, please call 04 912 4470 or email [customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz) to access our free complaints process. If we cannot resolve your complaint, you can contact Utilities Disputes on 0800 22 33 40 or go to [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz) Utilities Disputes is a free and independent service for resolving complaints about utilities providers.

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:31 am  
**To:** Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED]@wcc.govt.nz>; [REDACTED]@wellingtonwater.co.nz>  
**Subject:** FW: How did we fix this?

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

Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

Please can you furnish the customer with the response to their request and ensure that that [REDACTED] is CCd to that response for visibility and we will close it down in the Mayor's office.

[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]  
Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED]@wcc.govt.nz

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**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

**From:** [REDACTED]@outlook.com>  
**Sent:** Saturday, 21 January 2023 12:23 pm  
**To:** [REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED]@wcc.govt.nz>  
**Subject:** Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.

I'm contacting you because I have not had a response or acknowledgement to my request for information in the email below dated 16 November 2022.

I followed up on 9 January 2023, again with no response or acknowledgement.

I'm not expecting a reply from your office, however I would be really grateful if my information request can please be forwarded to the appropriate team for action. Can I please add to my request and ask for all internal communication, both for WCC and Wellington Water, resulting in the resolution of ticket [#SR-473412].

Ngā mihi maioha

[REDACTED]

**From:** [REDACTED]@outlook.com>  
**Sent:** Monday, 9 January 2023 12:04 pm  
**To:** Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

I never received a response to my email below.  
Can I please request this information again.

Thanks  
[REDACTED]

Get [Outlook for Android](#)

---

**From:** [REDACTED]@outlook.com>  
**Sent:** Wednesday, November 16, 2022 10:46:36 PM  
**To:** Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks  
[REDACTED]

---

**From:** Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
**Sent:** Wednesday, November 16, 2022 8:47:07 PM  
**To:** [REDACTED]@outlook.com [REDACTED]@outlook.com>  
**Subject:** [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED],

Our staff have indicated that this ticket has been resolved.

**Take the survey**

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

Initial customer request

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak

Which water type : Drinking water or tap water  
is this regarding?

How much water : Steady flow  
is leaking?

Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend

Incident address : 10 LEONA WAY, Paparangi

Location : -41.21697974920614,174.8191846139189

Ngā mihi,

Customer Services, Wellington City Council

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██████████ (She/Her)

Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council

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

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29 September 2022

WCCSR-225763

### 10 Leona Way, Paparangi – Seepage Investigations

Kia ora [REDACTED],

Thank you for working with us regarding the seepage investigations at your property; 10 Leona Way, Paparangi.

We investigated a number of potential avenues to confirm the nature of the seepage. This included leak detection surveys of the local area, with any leaks being repaired as they were found.

The stormwater and wastewater main upstream of the seepage has also been checked to ensure that it is functioning as designed and discharging appropriately. This investigative work included CCTV inspections and dye tests to confirm that it isn't contributing to the seepage.

Now that the public water networks upstream of your property have been assessed, we conclude that the water seepage visible is likely due to natural rain/water runoff and ground water seepage, that may increase or decrease during a change in weather events.

If this groundwater is causing a nuisance on your property, you may wish to engage a stormwater engineer to provide you with further advice. Please note that any works undertaken must not disrupt or divert natural overland flow paths and avoid causing nuisance to neighbouring properties.

Wellington Water is a member of the Utilities Disputes Water Complaints Scheme, which is a free and independent service for customers in resolving complaints about utilities providers. One of the services available to our customers is a conciliation conference facilitated by Utilities Disputes. Please see the link below for more detail.

[http://utilitiesdisputes.co.nz/UD/Disputes/Water/Conciliation\\_conferences\\_-\\_water/UD/Disputes/Conciliation\\_conferences%20-%20water.aspx](http://utilitiesdisputes.co.nz/UD/Disputes/Water/Conciliation_conferences_-_water/UD/Disputes/Conciliation_conferences%20-%20water.aspx)

Alternatively, you can contact Utilities Disputes on 0800 22 33 40 or go to [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz) for more information.



Ngā mihi,



**Manager Customer Experience**

Wellington Water

[REDACTED]

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, February 3, 2023 10:45 AM  
**To:** [REDACTED]  
**Subject:** RE: How did we fix this?

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

I am happy to attend a MS Teams meeting or stay out of your way 😊

I am available most Fridays as I work from my private office on those days

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**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Friday, 3 February 2023 10:43 am  
**To:** [REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

I have a fair bit of availability Friday as well. Thoughts on times and location? We can also talk about next steps for the process improvement workstream at the same time.

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 9:43 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Cc:** [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

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Kia ora [REDACTED]

I agree that this is a call to action to look at the customer comms area of our process. This issue makes for a great case study. Let me know when works for you for our next catch up. Next Friday is my most free day next week.

Ngā mihi - [REDACTED]

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** 03 February 2023 08:43  
**To:** [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

Hi [REDACTED],

[REDACTED] and I spoke about the customer feedback loop into WCC and what we should be doing in terms of WCC completing these surveys or should WWL. We had not concluded that conversation as yet.

Can I ask that you copy [REDACTED] in on all customer complaints going forward, as he will manage these from now on. Also, I have asked that [REDACTED] make a time to connect with you in person. I will also try and come along so we can meet.

[REDACTED], thinking we should pick this conversation up again.

Kind regards

[REDACTED]

---

From: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
Sent: Friday, 3 February 2023 8:31 am  
To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
Cc: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>  
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Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

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[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]

Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

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**Absolutely Positively  
Wellington City Council**

Me Heke Ki Pōneke

---

From: [REDACTED] <[\[REDACTED\]@outlook.com](mailto:[REDACTED]@outlook.com)>  
Sent: Saturday, 21 January 2023 12:23 pm  
To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

**Cc:** [REDACTED]@wcc.govt.nz>

**Subject:** Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.

I'm contacting you because I have not had a response or acknowledgement to my request for information in the email below dated 16 November 2022.

I followed up on 9 January 2023, again with no response or acknowledgement.

I'm not expecting a reply from your office, however I would be really grateful if my information request can please be forwarded to the appropriate team for action. Can I please add to my request and ask for all internal communication, both for WCC and Wellington Water, resulting in the resolution of ticket [#SR-473412].

Ngā mihi maioha

**From:** [REDACTED]@outlook.com>

**Sent:** Monday, 9 January 2023 12:04 pm

**To:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>

**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

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Thanks

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**From:** [REDACTED]@outlook.com>

**Sent:** Wednesday, November 16, 2022 10:46:36 PM

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**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks

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**Subject:** [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED],

Our staff have indicated that this ticket has been resolved.

**Take the survey**

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

Initial customer request

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak  
Which water type : Drinking water or tap water  
is this regarding?  
How much water : Steady flow  
is leaking?  
Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend  
Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

Ngā mihi,

Customer Services, Wellington City Council

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[REDACTED] (She/Her)  
Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council

E [REDACTED]@wcc.govt.nz | W [Wellington.govt.nz](http://Wellington.govt.nz) |

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, February 3, 2023 8:53 AM  
**To:** [REDACTED]  
**Subject:** RE: How did we fix this?

Oh, I can see why the cancelled would be a nightmare (I am making an assumption here), but we would have used that for the duplicates wouldn't we?

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:48 am  
**To:** [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

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

Ok on all fronts, but the 'survey' is electronic instigation from FreshService and is triggered by WWL 'complete' AND 'cancelled' feeds. The latter of which causes tremendous annoyance.

Cheers

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Friday, 3 February 2023 8:43 am  
**To:** [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

Hi [REDACTED],

[REDACTED] and I spoke about the customer feedback loop into WCC and what we should be doing in terms of WCC completing these surveys or should WWL. We had not concluded that conversation as yet.

Can I ask that you copy [REDACTED] in on all customer complaints going forward, as he will manage these from now on. Also, I have asked that [REDACTED] make a time to connect with you in person. I will also try and come along so we can meet.

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Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

Please can you furnish the customer with the response to their request and ensure that that [REDACTED] is CCd to that response for visibility and we will close it down in the Mayor's office.

[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]  
Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED]@wcc.govt.nz

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Ngā mihi maioha

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[Redacted] (She/Her)

Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council

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

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, February 3, 2023 10:43 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: How did we fix this?

I have a fair bit of availability Friday as well. Thoughts on times and location? We can also talk about next steps for the process improvement workstream at the same time.

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 9:43 am  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Cc:** [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

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

Kia ora [REDACTED]

I agree that this is a call to action to look at the customer comms area of our process. This issue makes for a great case study. Let me know when works for you for our next catch up. Next Friday is my most free day next week.

Ngā mihi - [REDACTED]

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** 03 February 2023 08:43  
**To:** [REDACTED]@wcc.govt.nz> [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

Hi [REDACTED]

[REDACTED] and I spoke about the customer feedback loop into WCC and what we should be doing in terms of WCC completing these surveys or should WWL. We had not concluded that conversation as yet.

Can I ask that you copy [REDACTED] in on all customer complaints going forward, as he will manage these from now on. Also, I have asked that [REDACTED] make a time to connect with you in person. I will also try and come along so we can meet.

[REDACTED] thinking we should pick this conversation up again.

Kind regards

[REDACTED]

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:31 am  
**To:** Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>

Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wellingtonwater.co.nz>  
Subject: FW: How did we fix this?

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

Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

Please can you furnish the customer with the response to their request and ensure that that [REDACTED] is CCd to that response for visibility and we will close it down in the Mayor's office.

[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]  
Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED]@wcc.govt.nz

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**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

From: [REDACTED]@outlook.com>  
Sent: Saturday, 21 January 2023 12:23 pm  
To: [REDACTED]@wcc.govt.nz>  
Cc: [REDACTED]@wcc.govt.nz>  
Subject: Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.

I'm contacting you because I have not had a response or acknowledgement to my request for information in the email below dated 16 November 2022.

I followed up on 9 January 2023, again with no response or acknowledgement.

I'm not expecting a reply from your office, however I would be really grateful if my information request can please be forwarded to the appropriate team for action. Can I please add to my request and ask for all internal communication, both for WCC and Wellington Water, resulting in the resolution of ticket [#SR-473412].

Ngā mihi maioha

[REDACTED]

From: [REDACTED]@outlook.com>  
Sent: Monday, 9 January 2023 12:04 pm  
To: Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
Subject: Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

I never received a response to my email below.  
Can I please request this information again.

Thanks

[REDACTED]

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---

From: [REDACTED]@outlook.com>  
Sent: Wednesday, November 16, 2022 10:46:36 PM  
To: Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
Subject: Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks

[REDACTED]

---

From: Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
Sent: Wednesday, November 16, 2022 8:47:07 PM  
To: [REDACTED]@outlook.com>  
Subject: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED],

Our staff have indicated that this ticket has been resolved.

[Take the survey](#)

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

Initial customer request

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak  
Which water type is this regarding? : Drinking water or tap water  
How much water is leaking? : Steady flow  
Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend  
Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

Ngā mihi,

Customer Services, Wellington City Council

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 (She/Her)  
Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council

E: @wcc.govt.nz | W [Wellington.govt.nz](http://Wellington.govt.nz) | 

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, February 3, 2023 8:43 AM  
**To:** [REDACTED]  
**Subject:** RE: How did we fix this?

Hi [REDACTED]

[REDACTED] and I spoke about the customer feedback loop into WCC and what we should be doing in terms of WCC completing these surveys or should WWL. We had not concluded that conversation as yet.

Can I ask that you copy [REDACTED] in on all customer complaints going forward, as he will manage these from now on. Also, I have asked that [REDACTED] make a time to connect with you in person. I will also try and come along so we can meet.

[REDACTED], thinking we should pick this conversation up again.

Kind regards

[REDACTED]

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:31 am  
**To:** Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED]@wcc.govt.nz>; [REDACTED]@wellingtonwater.co.nz>  
**Subject:** FW: How did we fix this?

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

Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

Please can you furnish the customer with the response to their request and ensure that that [REDACTED] is CCd to that response for visibility and we will close it down in the Mayor's office.

[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]  
Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED]@wcc.govt.nz

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# Absolutely Positively Wellington City Council

Me Heke Ki Pōneke

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Saturday, 21 January 2023 12:23 pm  
**To:** [REDACTED] <[REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED] <[REDACTED]@wcc.govt.nz>  
**Subject:** Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.

I'm contacting you because I have not had a response or acknowledgement to my request for information in the email below dated 16 November 2022.

I followed up on 9 January 2023, again with no response or acknowledgement.

I'm not expecting a reply from your office, however I would be really grateful if my information request can please be forwarded to the appropriate team for action. Can I please add to my request and ask for all internal communication, both for WCC and Wellington Water, resulting in the resolution of ticket [#SR-473412].

Ngā mihi maioha

[REDACTED]

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Monday, 9 January 2023 12:04 pm  
**To:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

I never received a response to my email below.  
Can I please request this information again.

Thanks

[REDACTED]

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---

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Wednesday, November 16, 2022 10:46:36 PM



**To:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks

---

**From:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
**Sent:** Wednesday, November 16, 2022 8:47:07 PM  
**To:** [REDACTED]@outlook.com [REDACTED]@outlook.com  
**Subject:** [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED],

Our staff have indicated that this ticket has been resolved.

**Take the survey**

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

Initial customer request

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak  
Which water type : Drinking water or tap water  
is this regarding?  
How much water : Steady flow  
is leaking?  
Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend  
Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

Ngā mihi,


Customer Services, Wellington City Council

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 (She/Her)  
Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council

E @wcc.govt.nz | W [Wellington.govt.nz](http://Wellington.govt.nz) |  

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, February 3, 2023 9:21 AM  
**To:** [REDACTED]  
**Subject:** RE: How did we fix this?

[REDACTED] is a problem solver, so I am sure we can get some traction on these pain points for you 😊

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:56 am  
**To:** [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wellingtonwater.co.nz>  
**Subject:** RE: How did we fix this?

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

Sadly WWL has a habit of hitting Complete when it is not complete and cancelled when it is referred to an earlier job (but not telling the customer this) and in often cases I find that the job they are referred to are also cancelled so it becomes an endless loop of cancelled jobs.

That is when I get a kicking from our ELT or Mayor and go to the Resolutions Team. I am glad [REDACTED] is in his seat as often I struggle to then get a response from the Resolutions Team.

So from now 'all escalations' from me to the WWL Resolutions Team will include a CC to [REDACTED] – that way the issues and expectations are clear.

Again many thanks

[REDACTED]

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Friday, 3 February 2023 8:53 am  
**To:** [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

Oh, I can see why the cancelled would be a nightmare (I am making an assumption here), but we would have used that for the duplicates wouldn't we?

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:48 am  
**To:** [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

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

Ok on all fronts, but the 'survey' is electronic instigation from FreshService and is triggered by WWL 'complete' AND 'cancelled' feeds. The latter of which causes tremendous annoyance.

Cheers

From: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
Sent: Friday, 3 February 2023 8:43 am  
To: [REDACTED] <[REDACTED]@wcc.govt.nz>; [REDACTED] <[REDACTED]@wcc.govt.nz>  
Subject: RE: How did we fix this?

Hi [REDACTED]

[REDACTED] and I spoke about the customer feedback loop into WCC and what we should be doing in terms of WCC completing these surveys or should WWL. We had not concluded that conversation as yet.

Can I ask that you copy [REDACTED] in on all customer complaints going forward, as he will manage these from now on. Also, I have asked that [REDACTED] make a time to connect with you in person. I will also try and come along so we can meet.

[REDACTED], thinking we should pick this conversation up again.

Kind regards

[REDACTED]

---

From: [REDACTED] <[REDACTED]@wcc.govt.nz>  
Sent: Friday, 3 February 2023 8:31 am  
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED] <[REDACTED]@wcc.govt.nz>  
Cc: [REDACTED] <[REDACTED]@wcc.govt.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
Subject: FW: How did we fix this?

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Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

Please can you furnish the customer with the response to their request and ensure that that [REDACTED] is CCd to that response for visibility and we will close it down in the Mayor's office.

[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]  
Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED] <[REDACTED]@wcc.govt.nz>

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# Absolutely Positively Wellington City Council

Me Heke Ki Pōneke

From: [REDACTED] <[REDACTED]@outlook.com>  
Sent: Saturday, 21 January 2023 12:23 pm  
To: [REDACTED] <[REDACTED]@wcc.govt.nz>  
Cc: [REDACTED] <[REDACTED]@wcc.govt.nz>  
Subject: Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.

I'm contacting you because I have not had a response or acknowledgement to my request for information in the email below dated 16 November 2022.

I followed up on 9 January 2023, again with no response or acknowledgement.

I'm not expecting a reply from your office, however I would be really grateful if my information request can please be forwarded to the appropriate team for action. Can I please add to my request and ask for all internal communication, both for WCC and Wellington Water, resulting in the resolution of ticket [#SR-473412].

Ngā mihi maioha

From: [REDACTED] <[REDACTED]@outlook.com>  
Sent: Monday, 9 January 2023 12:04 pm  
To: Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
Subject: Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

I never received a response to my email below.  
Can I please request this information again.

Thanks

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---

From: [REDACTED] <[REDACTED]@outlook.com>  
Sent: Wednesday, November 16, 2022 10:46:36 PM  
To: Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
Subject: Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks

---

**From:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
**Sent:** Wednesday, November 16, 2022 8:47:07 PM  
**To:** [REDACTED]@outlook.com [REDACTED]@outlook.com  
**Subject:** [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED],

Our staff have indicated that this ticket has been resolved.

**Take the survey**

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

Initial customer request

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak  
Which water type : Drinking water or tap water  
is this regarding?  
How much water : Steady flow  
is leaking?  
Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend  
Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

Ngā mihi,

Customer Services, Wellington City Council

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 (She/Her)  
Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council  
E @wcc.govt.nz | W Wellington.govt.nz |  

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**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, February 3, 2023 8:31 AM  
**To:** Resolution Team; Rebecca Adams  
**Cc:** [REDACTED]  
**Subject:** FW: How did we fix this?

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

Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

Please can you furnish the customer with the response to their request and ensure that that [REDACTED] is CCd to that response for visibility and we will close it down in the Mayor's office.

[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]  
Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED]@wcc.govt.nz

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**Absolutely Positively  
Wellington City Council**

Me Heke Ki Pōneke

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**Sent:** Saturday, 21 January 2023 12:23 pm  
**To:** [REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED]@wcc.govt.nz>  
**Subject:** Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.



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Ngā mihi maioha

[REDACTED]

**From:** [REDACTED] <[REDACTED]@outlook.com>

**Sent:** Monday, 9 January 2023 12:04 pm

**To:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>

**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

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Can I please request this information again.

Thanks

[REDACTED]

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---

**From:** [REDACTED] <[REDACTED]@outlook.com>

**Sent:** Wednesday, November 16, 2022 10:46:36 PM

**To:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>

**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks

[REDACTED]

---

**From:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>

**Sent:** Wednesday, November 16, 2022 8:47:07 PM

**To:** [REDACTED] <[REDACTED]@outlook.com> [REDACTED] <[REDACTED]@outlook.com>

**Subject:** [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED],

Our staff have indicated that this ticket has been resolved.

**Take the survey**

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

Initial customer request

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak  
Which water type is this regarding? : Drinking water or tap water  
How much water is leaking? : Steady flow  
Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend  
Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

Ngā mihi,

Customer Services, Wellington City Council

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 (She/Her)

Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council

E @wcc.govt.nz | W [Wellington.govt.nz](http://Wellington.govt.nz) |  

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[REDACTED]

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, February 3, 2023 2:27 PM  
**To:** [REDACTED]  
**Subject:** FW: 10 LEONA WAY, Paparangi (Suspected leak from Helston Road).

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

Thanks [REDACTED]

Please keep me in the loop.

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Friday, 3 February 2023 2:09 pm  
**To:** [REDACTED]@outlook.com  
**Cc:** [REDACTED]@wcc.govt.nz>  
**Subject:** 10 LEONA WAY, Paparangi (Suspected leak from Helston Road).

Talofa Lava [REDACTED], I hope this email finds you well.

Thankyou for your email to WCC which has been escalated to me and my team at Wellington Water for investigation and response, I am sorry to hear of your previous unsuccessful follow up's, however I can confirm your recent email has been received and in train, with action underway.

I hope to have a further update to you soon, however in the meantime do you have a contact number I can call you on? Is the water in your backyard still pooling by the retaining wall?

Regards

[REDACTED]  
Customer Information and Resolutions Lead  
Customer Operations Group



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

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

# Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



Wellington Water

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Saturday, 21 January 2023 12:23 pm  
**To:** [REDACTED] <[REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED] <[REDACTED]@wcc.govt.nz>  
**Subject:** Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.

I'm contacting you because I have not had a response or acknowledgement to my request for information in the email below dated 16 November 2022.

I followed up on 9 January 2023, again with no response or acknowledgement.

I'm not expecting a reply from your office, however I would be really grateful if my information request can please be forwarded to the appropriate team for action. Can I please add to my request and ask for all internal communication, both for WCC and Wellington Water, resulting in the resolution of ticket [#SR-473412].

Ngā mihi maioha

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Monday, 9 January 2023 12:04 pm  
**To:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

I never received a response to my email below.  
Can I please request this information again.

Thanks

**From:** [REDACTED]  
**Sent:** Friday, February 3, 2023 3:28 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] (complainant) - 10 Leona Way (Water from Helston Road).

Hi Team, further to this email trail earlier today.

I've since been in touch with [REDACTED] (complainant) and work is underway to formulate response and resolution.

[REDACTED] (WCC) has been included in the comms with [REDACTED] as requested. [REDACTED] you should be all good to close off the Mayors office piece now that this has been slotted back into the operations for management.

[REDACTED] I'll come back to you early Tuesday with some times that might suit for us to catch up in person next Thurs/Fri, and you can tell me more about the known job ticket piece that is creating extra work all around.

Have a lovely long weekend team!

Regards

[REDACTED]

[REDACTED]

Customer Information and Resolutions Lead  
Customer Operations Group



Mob [REDACTED]

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

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

**Water Restriction Level 2**

Wellington Water

The banner features a blue background with white and yellow text. On the right, there are two circular icons: a blue one showing a hand holding a hose with a checkmark, and a red one showing a sprinkler with an 'X' over it. At the bottom, there are three blue water drops with the number '2' inside them, and the Wellington Water logo.

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:56 am

To: [redacted]@wellingtonwater.co.nz>; [redacted]@wcc.govt.nz>; [redacted]  
[redacted]@wellingtonwater.co.nz>

Subject: RE: How did we fix this?

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

Sadly WWL has a habit of hitting Complete when it is not complete and cancelled when it is referred to an earlier job (but not telling the customer this) and in often cases I find that the job they are referred to are also cancelled so it becomes an endless loop of cancelled jobs.

That is when I get a kicking from our ELT or Mayor and go to the Resolutions Team. I am glad [redacted] is in his seat as often I struggle to then get a response from the Resolutions Team.

So from now 'all escalations' from me to the WWL Resolutions Team will include a CC to [redacted] – that way the issues and expectations are clear.

Again many thanks

[redacted]

---

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

Sent: Friday, 3 February 2023 8:53 am

To: [redacted]@wcc.govt.nz>; [redacted]@wcc.govt.nz>

Subject: RE: How did we fix this?

Oh, I can see why the cancelled would be a nightmare (I am making an assumption here), but we would have used that for the duplicates wouldn't we?

---

From: [redacted]@wcc.govt.nz>

Sent: Friday, 3 February 2023 8:48 am

To: [redacted]@wellingtonwater.co.nz>; [redacted]@wcc.govt.nz>

Subject: RE: How did we fix this?

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

Ok on all fronts, but the 'survey' is electronic instigation from FreshService and is triggered by WWL 'complete' AND 'cancelled' feeds. The latter of which causes tremendous annoyance.

Cheers

[redacted]

---

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

Sent: Friday, 3 February 2023 8:43 am

To: [redacted]@wcc.govt.nz>; [redacted]@wcc.govt.nz>

Subject: RE: How did we fix this?

Hi [redacted]

[redacted] and I spoke about the customer feedback loop into WCC and what we should be doing in terms of WCC completing these surveys or should WWL. We had not concluded that conversation as yet.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, February 3, 2023 9:21 AM  
**To:** [REDACTED]  
**Subject:** RE: How did we fix this?

[REDACTED] is a problem solver, so I am sure we can get some traction on these pain points for you 😊

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:56 am  
**To:** [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wellingtonwater.co.nz>  
**Subject:** RE: How did we fix this?

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

Sadly WWL has a habit of hitting Complete when it is not complete and cancelled when it is referred to an earlier job (but not telling the customer this) and in often cases I find that the job they are referred to are also cancelled so it becomes an endless loop of cancelled jobs.

That is when I get a kicking from our ELT or Mayor and go to the Resolutions Team. I am glad [REDACTED] is in his seat as often I struggle to then get a response from the Resolutions Team.

So from now 'all escalations' from me to the WWL Resolutions Team will include a CC to [REDACTED] – that way the issues and expectations are clear.

Again many thanks

[REDACTED]

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Friday, 3 February 2023 8:53 am  
**To:** [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>  
**Subject:** RE: How did we fix this?

Oh, I can see why the cancelled would be a nightmare (I am making an assumption here), but we would have used that for the duplicates wouldn't we?

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Ok on all fronts, but the 'survey' is electronic instigation from FreshService and is triggered by WWL 'complete' AND 'cancelled' feeds. The latter of which causes tremendous annoyance.

Cheers



From: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
Sent: Friday, 3 February 2023 8:43 am  
To: [REDACTED] <[REDACTED]@wcc.govt.nz>; [REDACTED] <[REDACTED]@wcc.govt.nz>  
Subject: RE: How did we fix this?

Hi [REDACTED],

[REDACTED] and I spoke about the customer feedback loop into WCC and what we should be doing in terms of WCC completing these surveys or should WWL. We had not concluded that conversation as yet.

Can I ask that you copy [REDACTED] in on all customer complaints going forward, as he will manage these from now on. Also, I have asked that [REDACTED] make a time to connect with you in person. I will also try and come along so we can meet.

[REDACTED], thinking we should pick this conversation up again.

Kind regards

---

From: [REDACTED] <[REDACTED]@wcc.govt.nz>  
Sent: Friday, 3 February 2023 8:31 am  
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; [REDACTED] <[REDACTED]@wcc.govt.nz>  
Cc: [REDACTED] <[REDACTED]@wcc.govt.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
Subject: FW: How did we fix this?

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

Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

Please can you furnish the customer with the response to their request and ensure that that [REDACTED] is CCd to that response for visibility and we will close it down in the Mayor's office.

[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]  
Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED] <[REDACTED]@wcc.govt.nz>

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# Absolutely Positively Wellington City Council

Me Heke Ki Pōneke

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Saturday, 21 January 2023 12:23 pm  
**To:** [REDACTED] <[REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED] <[REDACTED]@wcc.govt.nz>  
**Subject:** Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.

I'm contacting you because I have not had a response or acknowledgement to my request for information in the email below dated 16 November 2022.

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I'm not expecting a reply from your office, however I would be really grateful if my information request can please be forwarded to the appropriate team for action. Can I please add to my request and ask for all internal communication, both for WCC and Wellington Water, resulting in the resolution of ticket [#SR-473412].

Ngā mihi maioha

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Monday, 9 January 2023 12:04 pm  
**To:** Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

I never received a response to my email below.

Can I please request this information again.

Thanks

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---

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Wednesday, November 16, 2022 10:46:36 PM  
**To:** Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>  
**Subject:** Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks

---

**From:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
**Sent:** Wednesday, November 16, 2022 8:47:07 PM  
**To:** [REDACTED]@outlook.com [REDACTED]@outlook.com  
**Subject:** [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED],

Our staff have indicated that this ticket has been resolved.

**Take the survey**

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

Initial customer request

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak  
Which water type : Drinking water or tap water  
is this regarding?  
How much water : Steady flow  
is leaking?  
Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend  
Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

Ngā mihi,

Customer Services, Wellington City Council

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 (She/Her)  
Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council  
E @wcc.govt.nz | W [Wellington.govt.nz](http://Wellington.govt.nz) |  

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[REDACTED]

---

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, February 3, 2023 2:27 PM  
**To:** [REDACTED]  
**Subject:** FW: 10 LEONA WAY, Paparangi (Suspected leak from Helston Road).

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Thanks [REDACTED]

Please keep me in the loop.

---

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent:** Friday, 3 February 2023 2:09 pm  
**To:** [REDACTED]@outlook.com  
**Cc:** [REDACTED]@wcc.govt.nz>  
**Subject:** 10 LEONA WAY, Paparangi (Suspected leak from Helston Road).

Talofa [REDACTED], I hope this email finds you well.

Thankyou for your email to WCC which has been escalated to me and my team at Wellington Water for investigation and response, I am sorry to hear of your previous unsuccessful follow up's, however I can confirm your recent email has been received and in train, with action underway.

I hope to have a further update to you soon, however in the meantime do you have a contact number I can call you on? Is the water in your backyard still pooling by the retaining wall?

Regards

[REDACTED]  
Customer Information and Resolutions Lead  
Customer Operations Group



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

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Water Restriction Level



Wellington Water

**From:** [REDACTED] <[REDACTED]@outlook.com>  
**Sent:** Saturday, 21 January 2023 12:23 pm  
**To:** [REDACTED] <[REDACTED]@wcc.govt.nz>  
**Cc:** [REDACTED] <[REDACTED]@wcc.govt.nz>  
**Subject:** Request for information

Kia ora Mayor [REDACTED]

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Ngā mihi maioha

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**Subject:** [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED]

Our staff have indicated that this ticket has been resolved.

### **Take the survey**

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

#### Initial customer request

Item Name : Water and drainage  
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Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

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 (She/Her)

Chief Advisor to the Chief Infrastructure Officer

Wellington City Council

E @wcc.govt.nz | W [Wellington.govt.nz](http://Wellington.govt.nz) |  

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, February 3, 2023 10:55 AM  
**To:** [REDACTED]  
**Subject:** 10 LEONA WAY, Paparangi

Hi [REDACTED] can you see what you can find on Maximo for the below enquiry?

Property owner at 10 Leona Way logged a call back in Nov, sounds like a leak from the street behind their house (Helston Road) that is leaking through onto their property.

Let me know what you find and if you're able to log a ticket if required.

Regards

[REDACTED]

**From:** [REDACTED] <[\[REDACTED\]@outlook.com](mailto:[REDACTED]@outlook.com)>  
**Sent:** Saturday, 21 January 2023 12:23 pm  
**To:** [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
**Cc:** [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
**Subject:** Request for information

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Ngā mihi maioha

[REDACTED]

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Kia ora [REDACTED],

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██████████ (She/Her)

Chief Advisor to the Chief Infrastructure Officer

Wellington City Council

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

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**From:** [REDACTED]  
**Sent:** Friday, February 3, 2023 3:28 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] (complainant) - 10 Leona Way (Water from Helston Road).

Hi Team, further to this email trail earlier today.

I've since been in touch with [REDACTED] (complainant) and work is underway to formulate response and resolution.

[REDACTED] (WCC) has been included in the comms with [REDACTED] as requested. [REDACTED] you should be all good to close off the Mayors office piece now that this has been slotted back into the operations for management.

[REDACTED] I'll come back to you early Tuesday with some times that might suit for us to catch up in person next Thurs/Fri, and you can tell me more about the known job ticket piece that is creating extra work all around.

Have a lovely long weekend team!

Regards

[REDACTED]

[REDACTED]

Customer Information and Resolutions Lead  
Customer Operations Group



Mob [REDACTED]

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

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**Water Restriction Level 2**

Wellington Water

The banner features a blue background with white and yellow text. It includes two circular icons: a blue one with a handheld hose and a checkmark, and a red one with a sprinkler and a red 'X'. The bottom of the banner has a yellow background with the 'Water Restriction Level 2' logo and the Wellington Water logo.

**From:** [REDACTED]@wcc.govt.nz>  
**Sent:** Friday, 3 February 2023 8:56 am

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

Subject: RE: How did we fix this?

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Sadly WWL has a habit of hitting Complete when it is not complete and cancelled when it is referred to an earlier job (but not telling the customer this) and in often cases I find that the job they are referred to are also cancelled so it becomes an endless loop of cancelled jobs.

That is when I get a kicking from our ELT or Mayor and go to the Resolutions Team. I am glad [REDACTED] is in his seat as often I struggle to then get a response from the Resolutions Team.

So from now 'all escalations' from me to the WWL Resolutions Team will include a CC to [REDACTED] – that way the issues and expectations are clear.

Again many thanks

[REDACTED]

---

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

Sent: Friday, 3 February 2023 8:53 am

To: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>

Subject: RE: How did we fix this?

Oh, I can see why the cancelled would be a nightmare (I am making an assumption here), but we would have used that for the duplicates wouldn't we?

---

From: [REDACTED]@wcc.govt.nz>

Sent: Friday, 3 February 2023 8:48 am

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

Subject: RE: How did we fix this?

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

Ok on all fronts, but the 'survey' is electronic instigation from FreshService and is triggered by WWL 'complete' AND 'cancelled' feeds. The latter of which causes tremendous annoyance.

Cheers

[REDACTED]

---

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

Sent: Friday, 3 February 2023 8:43 am

To: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>

Subject: RE: How did we fix this?

Hi [REDACTED]

[REDACTED] and I spoke about the customer feedback loop into WCC and what we should be doing in terms of WCC completing these surveys or should WWL. We had not concluded that conversation as yet.

Can I ask that you copy [REDACTED] in on all customer complaints going forward, as he will manage these from now on. Also, I have asked that [REDACTED] make a time to connect with you in person. I will also try and come along so we can meet.

[REDACTED], thinking we should pick this conversation up again.

Kind regards

[REDACTED]

---

From: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
Sent: Friday, 3 February 2023 8:31 am  
To: Resolution Team <[ResolutionTeam@wellingtonwater.co.nz](mailto:ResolutionTeam@wellingtonwater.co.nz)>; [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>  
Cc: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>; [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>  
Subject: FW: How did we fix this?

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

Morning team,

This customer has been e-mailing into the Council for information on what was done to inspect their complaint as part of the process before WWL closed the job.

As the customer had replied to the Survey after WWL closed the job their requests are not seen by WWL due to a lack of systems integration.

Please can you furnish the customer with the response to their request and ensure that that [REDACTED] is CC'd to that response for visibility and we will close it down in the Mayor's office.

[REDACTED] and [REDACTED] – note that the frustration raised here is due to a known severance of the connection from WWL once 'complete' is tagged – hence WCC has a range of customer feedback that goes into the abyss.

Regards

[REDACTED]

Principal Advisor | Wellington City Council  
M [REDACTED] E [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

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**Absolutely Positively  
Wellington City Council**

Me Heke Ki Pōneke

---

From: [REDACTED] <[\[REDACTED\]@outlook.com](mailto:[REDACTED]@outlook.com)>  
Sent: Saturday, 21 January 2023 12:23 pm  
To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

Cc: [REDACTED]@wcc.govt.nz  
Subject: Request for information

Kia ora Mayor [REDACTED]

Firstly, a belated congratulations for winning the Wellington City Council mayoralty, my whanau and I are stoked to have you in this leadership position.

I'm contacting you because I have not had a response or acknowledgement to my request for information in the email below dated 16 November 2022.

I followed up on 9 January 2023, again with no response or acknowledgement.

I'm not expecting a reply from your office, however I would be really grateful if my information request can please be forwarded to the appropriate team for action. Can I please add to my request and ask for all internal communication, both for WCC and Wellington Water, resulting in the resolution of ticket [#SR-473412].

Ngā mihi maioha

[REDACTED]

From: [REDACTED]@outlook.com>  
Sent: Monday, 9 January 2023 12:04 pm  
To: Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
Subject: Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

I never received a response to my email below.  
Can I please request this information again.

Thanks

[REDACTED]

Get [Outlook for Android](#)

---

From: [REDACTED]@outlook.com>  
Sent: Wednesday, November 16, 2022 10:46:36 PM  
To: Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
Subject: Re: [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks

[REDACTED]

**From:** Wellington City Council Support <[customerservice@wellingtoncitycouncil.freshservice.com](mailto:customerservice@wellingtoncitycouncil.freshservice.com)>  
**Sent:** Wednesday, November 16, 2022 8:47:07 PM  
**To:** [REDACTED]@outlook.com [REDACTED]@outlook.com  
**Subject:** [#SR-473412] Ticket Resolved - Water and drainage: 10 LEONA WAY, Paparangi

Kia ora [REDACTED],

Our staff have indicated that this ticket has been resolved.

**Take the survey**

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.

Initial customer request

Item Name : Water and drainage  
Category : External Customer Services  
Service : Report a leak  
Which water type : Drinking water or tap water  
is this regarding?  
How much water : Steady flow  
is leaking?  
Description : Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend  
Incident address : 10 LEONA WAY, Paparangi  
Location : -41.21697974920614,174.8191846139189

Ngā mihi,

Customer Services, Wellington City Council

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[REDACTED] (She/Her)

Chief Advisor to the Chief Infrastructure Officer  
Wellington City Council

E [REDACTED]@wcc.govt.nz | W [Wellington.govt.nz](http://Wellington.govt.nz) |  

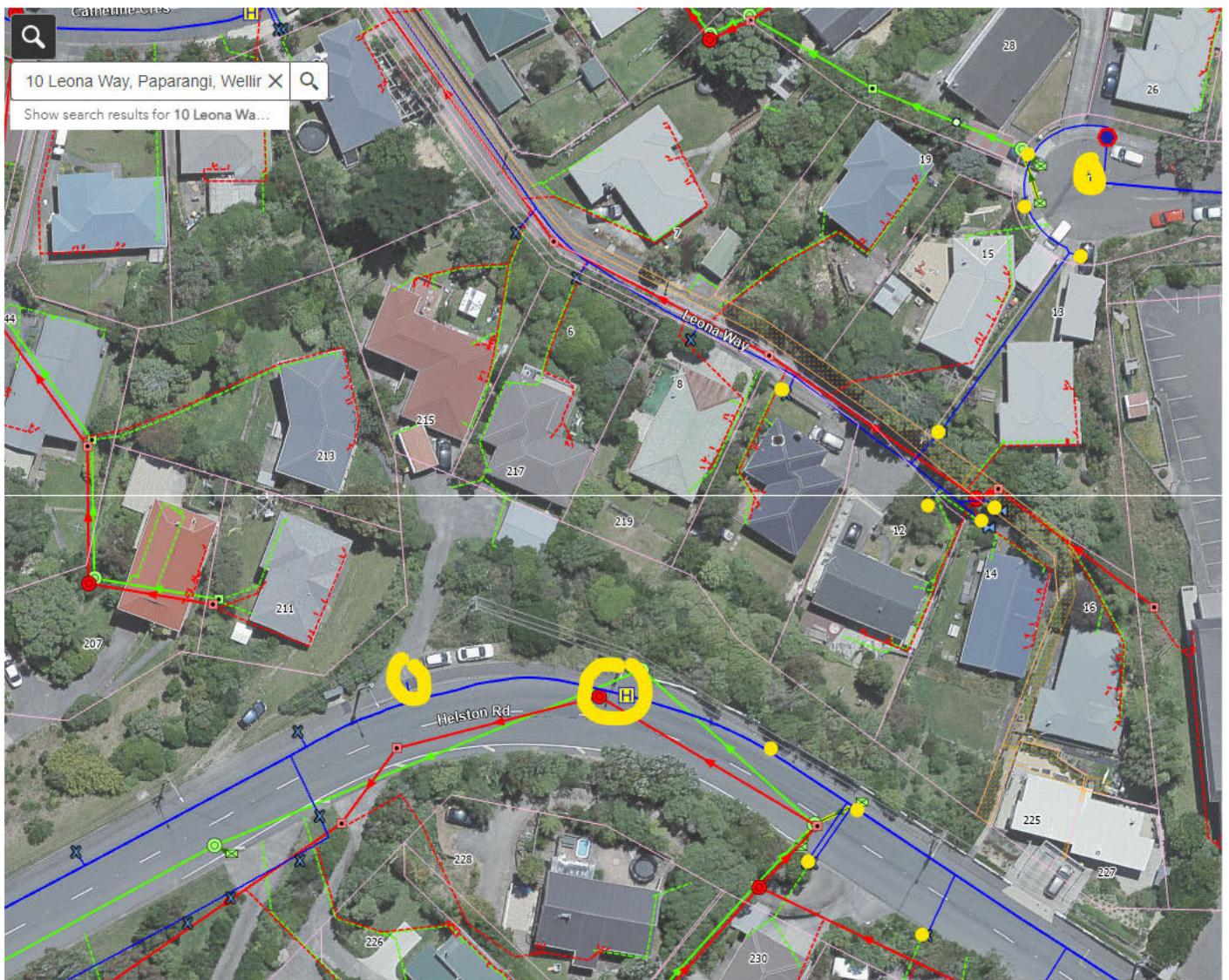
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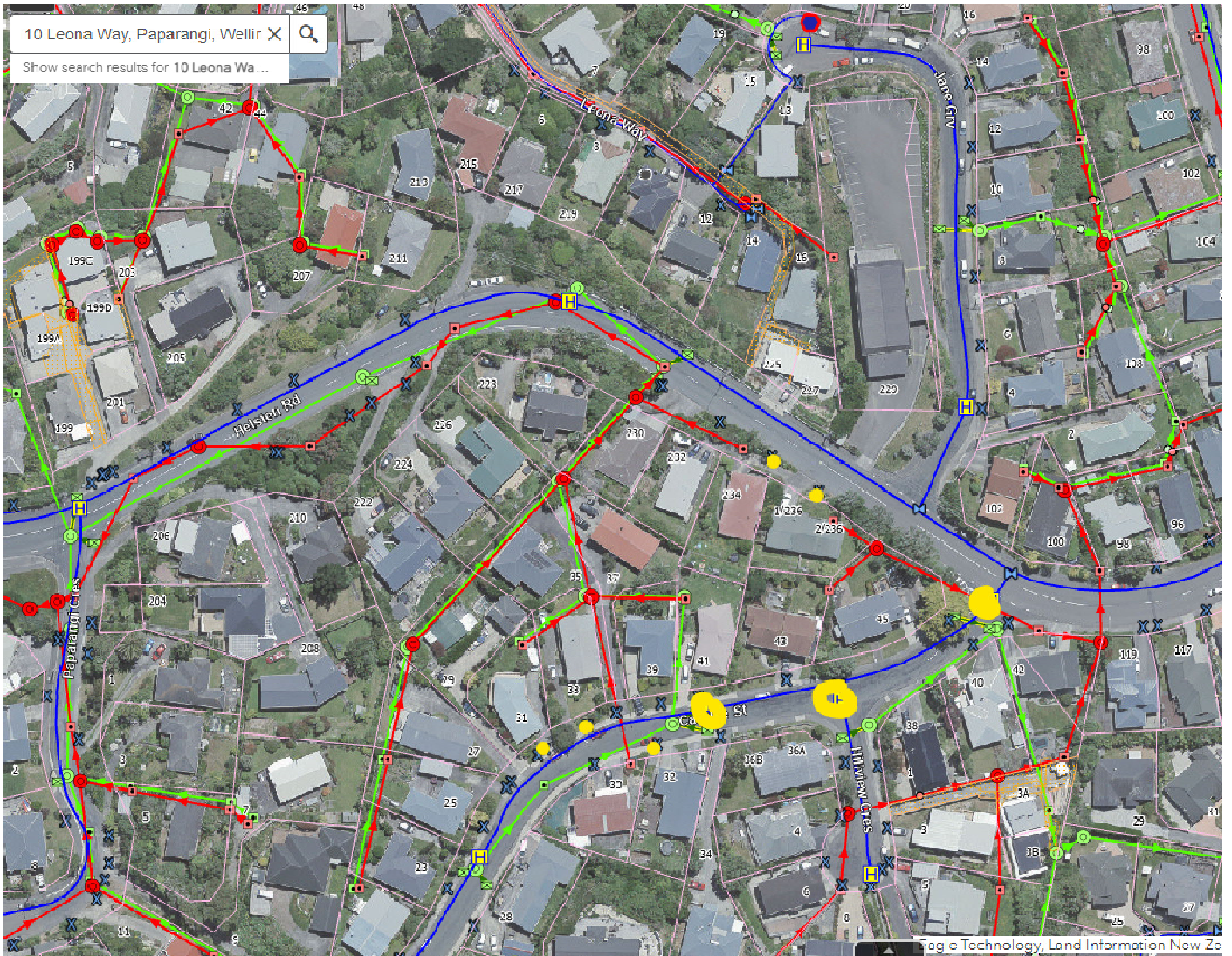
**From:** [REDACTED]  
**Sent:** Tuesday, February 28, 2023 8:58 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: 10 Leona Way Paparangi - (Suspected leak from above properties on Helston Road).

Good morning [REDACTED]

We took the opportunity to undertake a site visit yesterday and listen on the assets marked in yellow on the below 2 x snips. We were unable to detect any form of acoustic noise identification that would indicate a leak. We did meet with the property owner of #10 who appreciated and understood the current situation but wasn't totally convinced that there was not issue as drainage may need to be looked at again.

[REDACTED] may have additional thoughts/information on this.





Thanks

Ngā Mihi,

██████████ Team Leader Water Loss Management  
Customer & Operations Group



Tel 04 912 4400 cel ██████████

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

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

**Limit outdoor water use to either  
odd or even days, 6-8am and 7-9pm.**



---

**From:** [REDACTED]  
**Sent:** Thursday, 23 February 2023 12:43 pm  
**To:** [REDACTED]@wellingtonwater.co.nz  
**Cc:** [REDACTED]@wellingtonwater.co.nz  
**Subject:** RE: 10 Leona Way Paparangi - (Suspected leak from above properties on Helston Road).

Hi again [REDACTED]

Tried to call and chat over this one, on second inspection the area has had a long history of ground water (google maps back to 2009) show exact imagery of the video and photos. We will still pay a site visit to confirm there are no leaks present though to help close this out from leak detection point of view.

Cheers

Ngā Mihi,

[REDACTED] Team Leader Water Loss Management  
Customer & Operations Group



Tel 04 912 4400 cel [REDACTED]

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

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

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

Water Restriction Level **2**

Wellington Water

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. The background is light grey with a blue and orange footer.

---

**From:** [REDACTED]@wellingtonwater.co.nz  
**Sent:** Thursday, 23 February 2023 12:12 pm  
**To:** [REDACTED]@wellingtonwater.co.nz  
**Cc:** [REDACTED]@wellingtonwater.co.nz  
**Subject:** RE: 10 Leona Way Paparangi - (Suspected leak from above properties on Helston Road).

You're a good man [REDACTED] The proposed visit next week by your team is perfect, I'll let the owners know.

Regards

[REDACTED]  
Customer Information and Resolutions Lead



Mob [REDACTED]

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

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

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

**Water Restriction Level 2**

Wellington Water

---

**From:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>  
**Sent:** Thursday, 23 February 2023 9:35 am  
**To:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>  
**Cc:** [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>  
**Subject:** RE: 10 Leona Way Paparangi - (Suspected leak from above properties on Helston Road).

Good morning [REDACTED]

We aren't due to undertake a ground survey until somewhere between Mid-march and the end of June 23 (so soon) however we can attempt to get an RWLT operative up there next week to listen on surrounding potable network assets.

As you have eluded to there is a lot of historical seepage in the area and the video footage does lean towards that.

Will keep you informed or contact me if we need to alter our approach.

Thanks

Ngā Mihi,

[REDACTED] Team Leader Water Loss Management  
Customer & Operations Group



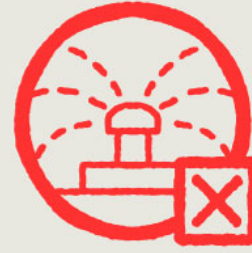
Tel 04 912 4400 Cel [REDACTED]

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

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

# Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



Wellington Water

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

Sent: Wednesday, 22 February 2023 1:46 pm

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

Subject: 10 Leona Way Paparangi - (Suspected leak from above properties on Helston Road).

Hi [REDACTED] I hope this email finds you well mate!

Im wondering if you could help with an escalated matter for the above property which has come to me via the Mayors office.

In a nutshell the property owner has had historical issues with flooding in her backyard for leaks located on Helston Road which sits directly above/behind their backyard retaining wall. Notes suggest that historical leaks located in front of 228 & 232 Helston Road were repaired in 2021 & early 2022 which largely improved the flooding issue, however since late 2022 their backyard has started to experience more water seepage issues from the same location, suggesting that something has again popped on Helston Rd above their house.

I visited the site yesterday, and its obvious that theres waterflow coming from above, ive attached the pics along with a video showing the constant flow of running water coming off their backyard drainage and into the road gutter.

Im hoping hopefully Helston Rd is on the next DMA survey zones, but if not could you put this on your radar for one of the lads to site visit when possible? Thanks [REDACTED] funnily enough one of our WWL crew [REDACTED] lives nextdoor so he'll be keen for your boys to work their magic too.

Cheers [REDACTED] let me know if you need anything on my end, otherwise I'll update the owners once you've had a chance to check your schedules.

[REDACTED]





Sent from my iPhone



Customer Information and Resolutions Lead  
Customer Operations Group



Mob [REDACTED]

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

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## Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level



**Contact Us Form #SR-225763**

NOT REQUESTED

by [REDACTED] ([REDACTED]) on Mon, 30 Aug, 2021 8:28 AM via Portal

Requested for : [REDACTED] ([REDACTED])

**TICKET PROPERTIES**

<b>Urgency</b> Low	<b>Impact</b> Low	<b>Priority</b> Medium	<b>Status</b> Closed
<b>Source</b> Portal	<b>Type</b> Service Request	<b>Group</b> Wellington Water	<b>Agent</b> --
<b>Site Location</b> --	<b>Telephone Number</b> --	<b>Common Issues</b> --	<b>Other Line number</b> --
<b>Time call was made/received</b> --	<b>Device Used</b> --	<b>Type of Call</b> --	<b>Category</b> External Customer Service
	<b>Sub-Category</b> --	<b>External reference received</b> --	<b>External reference ID</b> --
<b>Skip notifications</b> --	<b>Incident address</b> [REDACTED] Paparangi	<b>Incident location</b> -41.21707945004162,174.8193731637605	<b>Created By</b> --
			<b>Due by</b> Mon, 6 Sep, 2021 8:28 AM

**DESCRIPTION**

The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:

**Name:** [REDACTED]

**Address:** [REDACTED]

**Suburb:** Paparangi

**City:** Wellington

**Phone:** [REDACTED]

**Mobile:** [REDACTED]

**Email:** [REDACTED]

**What can we help you with?** Drainage, sewerage or wastewater

If other, give details:

**Have you contacted the Council about this previously?** Yes

Service request number:

**Location:** [REDACTED]

**Description:**

Water appearing in the backyard (both levels). Never seen it before in 15 years. Constant. doesn't seem like rain water however very clear (ie not sewerage).

**Other comments:**

## REQUESTED ITEMS (1)

### Water and drainage

#### DESCRIPTION

Use this form to report all issues with the water network or work taking place on the network.

<b>Stage</b> Requested	<b>Service</b> Report a leak	<b>Which water type is this regarding?</b> Drinking water or tap water	<b>How much water is leaking?</b> Trickle
---------------------------	---------------------------------	---	--

**Is this related to a weather event?**

<b>Description</b> Water appearing in the backyard (both level ) Never seen it before in 15 year Contact doesn't seem like rain water however very clear (ie not sewage)	<b>Skip notifications?</b> false	<b>Incident address</b> [REDACTED]	<b>Location</b> n/a
---	-------------------------------------	---------------------------------------	------------------------

---

## APPROVAL LOGS

### COMMENTS

From [REDACTED] [REDACTED] [REDACTED] [REDACTED]@wcc.govt.nz) on **Mon, 30 Aug, 2021 9:58 AM** as **Outbound email**

Kia ora [REDACTED]

Thank you for contacting us about the water leak on [REDACTED] Paparangi. We have passed this onto our water team to attend. If the leak gets worse in any way or starts to affect the surrounding property please reply to this email and quote the reference number included and let us know how this has gotten worse.

!-- Initial customer request --!

The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:

**Name** [REDACTED]  
**Address:** [REDACTED]  
**Suburb:** Paparangi  
**City:** Wellington  
**Phone** [REDACTED]  
**Mobile:** [REDACTED]  
**Email:** [REDACTED]

**De cription** **What can we help you with?** Drainage, sewerage or wastewater

If other, give detail

**Have you contacted the Council about this previously?** Yes

Service request number:

**Location:** [REDACTED]

**De cription**

Water appearing in the backyard (both levels). Never seen it before in 15 years. Constant. doesn't seem like rain water however very clear (ie not sewerage).

**Other comments:**

Item Name : Water and drainage

Category : External Customer Services

Service : Report a leak

Which water type is this regarding? : Drinking water or tap water

How much water is leaking? : Trickle

Description : Water appearing in the backyard (both levels). Never seen it before in 15 years. Constant. doesn't seem like rain water however very clear (ie not sewerage)

Incident address : [REDACTED]

Location : n/a

**Nga Mihi,**



Customer Service Rep | | Wellington City Council

W [Wellington.govt.nz](http://wellington.govt.nz) (<http://wellington.govt.nz/>), |

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---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 10:04 AM** as **Private note**

WW Status updated to: "New" (Modified: 30/08/2021@10:01 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 10:04 AM** as **Private note**

Priority changed to P3

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 10:04 AM** as **Private note**

Wellington Water Alliance Maximo WO Created #98122 (Added: 30/08/2021 10:01 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 11:36 AM** as **Private note**

Rover to assess this site.. Rover to assess this site. Another enquiry received for 10 Leona way on WCCSR-225839: Relates to SR225763 Caller advised there is a constant trickle of water in her backyard. Was not sure where from but it is causing a muddy mess. Contact [REDACTED]. (Added: 30/08/2021 11:35 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 31 Aug, 2021 8:45 AM** as **Private note**

Assigned to Porirua Water 9 [REDACTED] (Added: 31/08/2021 08:42 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 31 Aug, 2021 3:35 PM** as **Private note**

WW Status updated to: "In Progress" (Modified: 31/08/2021@03:33 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 31 Aug, 2021 3:35 PM** as **Private note**

WWL Status: In Progress (INPRG) (Added: 31/08/2021 03:33 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 1 Sep, 2021 8:13 AM** as **Private note**

WW Status updated to: "Paused" (Modified: 01/09/2021@08:11 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 1 Sep, 2021 8:13 AM** as **Private note**

WWL Status: On Hold, Temporary Delay (INPRG.HD.PAUSE) (Added: 01/09/2021 08:11 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 1 Sep, 2021 8:13 AM** as **Private note**

A lot of ground water more than usual need. Pass to leak detection to check above properties and Helston Road for leaks as lots of ground more than usual flooding back lawn (Added: 01/09/2021 08:11 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 1 Sep, 2021 8:13 AM** as **Private note**

Status Change to PAUSE. Pass to LDS need to check Helston around 228 for leaks as lots of water flowing onto back lawns of Leona Way (Added: 01/09/2021 08:11 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 3 Sep, 2021 1:58 PM** as **Private note**

Leak detection ordered. Emailed [REDACTED] at Detection services for LDS here (Added: 03/09/2021 01:56 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 16 Sep, 2021 10:40 AM** as **Private note**

LEAK DETECTION NOTES. LEAK DETECTION NOTES: Sampled water at 12 and 10 Leona Way, no reaction to chlorine pill test. Surveyed area above Leona Way. 211 Helston Road - council toby leak, toby & footpath marked. 232 Helston Road - small toby leak, toby and road marked. Toby leaks are unlikely to be contributing to issue. Ground mic'd main on Helston Rd no sound in area. Checked storm water chamber outside 228 Helston Rd, continuous flow in network. Drainage may have to dye pack system above this chamber to rule out any possible damage causing seepage to Leona Way. (Added: 16/09/2021 10:38 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 16 Sep, 2021 10:58 AM** as **Private note**

Jobs created for follow up. Jobs created for follow up 211 Helston rd - WCCSR-225763-1 232 Helston rd - WCCSR-225763-2 228 Helston rd - WCCSR-225763-3 (Added: 16/09/2021 10:56 AM)

---

From [REDACTED] ([REDACTED]) on **Wed, 20 Oct, 2021 9:44 AM** as **Incoming email**

Kia ora team

The water coming into our backyard – it is now starting to appear in the garage under our house. We have emptied the pooling water from in the backyard garden area (below the retaining wall) and it filled up again within half an hour. The neighbour's property at number [REDACTED] which was also being checked, has a lot of water sitting in their backyard too – more than usual. The rain hasn't been that bad.

We are wondering if there has been any further progress as to identifying the source of where this water is coming from?

Many thanks in advance.

Kind regards,

[REDACTED]

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED]@wcc.govt.nz) on **Fri, 22 Oct, 2021 1:59 PM** as **Private note**

Kia Ora Team,

[REDACTED] the homeowner at 10 has phoned wanting an update on this job as there has been no improvement to this issue and they have not heard anything for over a month now. Is it possible for this to be looked into and escalated and [REDACTED] contacted with an update? [REDACTED] has also asked that if the crew is going to return to please let her know as they have a dog in the backyard and to avoid any issues to call beforehand. I will also include an email that was from the creator of this job that may not have made its way to WWL this is below

Kia ora team

The water coming into our backyard – it is now starting to appear in the garage under our house. We have emptied the pooling water from in the backyard garden area (below the retaining wall) and it filled up again within half an hour. The neighbour's property at number [REDACTED] which was also being checked, has a lot of water sitting in their backyard too – more than usual. The rain hasn't been that bad.

We are wondering if there has been any further progress as to identifying the source of where this water is coming from?

Many thanks in advance.

Kind regards,

██████

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 29 Oct, 2021 12:01 PM** as **Private note**

This is still an issue. Confirmed with ██████ that this is still an issue despite the three Helston Rd leaks fixed. Rover to reinvestigate (Added: 29/10/2021 11:59 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 29 Oct, 2021 12:01 PM** as **Private note**

Please reinvestigate. (Added: 29/10/2021 12:00 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 8 Nov, 2021 11:29 AM** as **Private note**

customer has been in contact again on 6/11. Trickle - water appearing in backyard job was requested to be reinvestigated 8 days ago. Job number 225763 Kia Ora Team, ████████████████████ the homeowner at 10 has phoned wanting an update on this job as there has been no improvement to this issue and they have not heard anything for over a month now. Is it possible for this to be looked into and escalated and ██████ contacted with an update? ██████ has also asked that if the crew is going to return to please let her know as they have a dog in the backyard and to avoid any issues to call beforehand. I will also include an email that was from the creator of this job that may not have made its way to WWL this is below, Concerned that water will affect their house. Back lawn is quite muddy. Please email ██████████ with an update. customer has a dog (Added: 08/11/2021 11:28 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 8 Nov, 2021 11:31 AM** as **Private note**

Assigned to Porirua Water 2 (████) (Added: 08/11/2021 11:28 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 9 Nov, 2021 1:22 PM** as **Private note**

WW Status updated to: "In Progress" (Modified: 09/11/2021@01:19 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 9 Nov, 2021 1:22 PM** as **Private note**

WWL Status: In Progress (INPRG) (Added: 09/11/2021 01:19 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 9 Nov, 2021 2:07 PM** as **Private note**

WW Status updated to: "Paused" (Modified: 09/11/2021@02:05 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 9 Nov, 2021 2:07 PM** as **Private note**

WWL Status: On Hold, Temporary Delay (INPRG.HD.PAUSE) (Added: 09/11/2021 02:05 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 9 Nov, 2021 2:07 PM** as **Private note**

.. No obvious source of constant flow into backyard listened to potable water assets directly behind 10 Leona way no obvious noise opp 228 helston rd pass to drainage locate stormwater manhole on helston rd as possible problem. (Added: 09/11/2021 02:05 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 9 Nov, 2021 2:07 PM** as **Private note**

Status Change to PAUSE. Pass to drainage locate stormwater manhole in berm approximately opp 228 helston rd (Added: 09/11/2021 02:05 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 19 Nov, 2021 9:09 AM** as **Private note**

Assigned to Porirua Water 4 (WWLTaranaki) (Added: 19/11/2021 09:08 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 25 Nov, 2021 8:56 AM** as **Private note**

WW Status updated to: "In Progress" (Modified: 25/11/2021@08:54 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 25 Nov, 2021 8:56 AM** as **Private note**

WWL Status: In Progress (INPRG) (Added: 25/11/2021 08:54 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 25 Nov, 2021 10:25 AM** as **Private note**

WW Status updated to: "Paused" (Modified: 25/11/2021@10:23 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 25 Nov, 2021 10:25 AM** as **Private note**

WWL Status: On Hold, Temporary Delay (INPRG.HD.PAUSE) (Added: 25/11/2021 10:23 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 25 Nov, 2021 10:25 AM** as **Private note**

.. Reinspected reported problem flow has not abated visible flow down bank has made backyard boggy onsite fluoride test shows slight indication of possible potable lds leak survey on helston rd required between 217-227 (Added: 25/11/2021 10:23 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 25 Nov, 2021 10:25 AM** as **Private note**

Status Change to PAUSE. Pass to lds leak survey helston rd (Added: 25/11/2021 10:23 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 30 Nov, 2021 6:58 AM** as **Private note**

30/11 - Leak detection requested. 30/11 - Leak detection requested (Added: 30/11/2021 06:56 AM)

---

From [REDACTED]@wcc.govt.nz) on **Sat, 4 Dec, 2021 9:52 AM** as **Private note**

water is now reaching the back of the house now, [REDACTED] calling and requesting an update, please call caller on [REDACTED], please email caller as well

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 10 Dec, 2021 1:50 PM** as **Private note**

left vm for customer wanting an update on job. left vm for customer wanting an update on job (Added: 10/12/2021 01:48 PM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 23 Dec, 2021 9:57 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** leak detection results. Leak detection results: Surveyed area. 232 Helston Road, service pipe leak marked on road. Previous council toby leak at same address last time area was checked. May have been masking issue. Minimal sound, directly above 12 Leona Way. Spoke to [REDACTED] will create a separate WO for the repairs at 232 Helston Road. Photo attached.

**Added:** 23/12/2021 09:55 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 11 Jan, 2022 8:52 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Sample results and leak detection.. Sample results attached, indicating not wastewater. Emailed [REDACTED] and requested another survey of the catchment for any leaks.



**Added:** 11/01/2022 08:50 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 17 Jan, 2022 9:41 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** customer correspondence attached.

**Added:** 17/01/2022 09:39 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 25 Jan, 2022 10:56 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** customer correspondence. Spoke to [REDACTED] Conveyed that the team were on site last week conducting flow/dye tests, and no dye appeared in the seepage. Will have to wait until the CCTV footage is received to confirm condition of SW main. She had concerns regarding our response to her OIA request, as she didn't believe this was the entirety of the information we held (she wanted to know if there was any decision making behind not responding to her enquiries/complaints initially). I conveyed that I don't believe there is any decision making behind not responding to her, and it may have been miscommunication / we weren't able to address her enquiries in a timely manner. Water related complaints are sent to Wellington Water to address. Followed up with LDS and asked for this work to be prioritised.

**Added:** 25/01/2022 10:54 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 27 Jan, 2022 2:58 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** leak detection results. [REDACTED] notes: Re-surveyed area. 232 Helston Road - Re micd lateral for 232 Helston Road, directly above affected area in Leona Way, confirmed sound still in repaired area in road, service to main. Either the repair could be excavated again to check repair site or lateral replacement may be required depending on assessment of service pipe visible when excavated. No other sound in area.

**Added:** 27/01/2022 02:57 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 27 Jan, 2022 3:04 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** job ref for leak at 232 Helston road: WCCSR-225763-5.

**Added:** 27/01/2022 03:02 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 28 Jan, 2022 11:58 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** spoke to both [REDACTED] and [REDACTED] Spoke to both [REDACTED] and [REDACTED] Advised that the service leak at 232 Helston Road will be investigated and repaired. Will see if the repair resolves the seepage at 10 [REDACTED] [REDACTED] Leona Way.

**Added:** 28/01/2022 11:56 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 21 Feb, 2022 12:29 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Customer Correspondence. Seepage was resolved earlier in the year after we repaired the service at 232 Helston Road, but came back a few days later and has been consistent since. She advised that it is now pouring down into their properties. Engaged Leak Detection Services whom will assess the catchment again tomorrow morning - will start local to the seepage and work their way upstream. Advised [REDACTED]

**Added:** 21/02/2022 12:27 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 24 Feb, 2022 10:17 AM** as **Private note**

## Wellington Water Maximo

**Contractor Note:** leak detection results. [REDACTED] notes: Surveyed Helston Rd, Carluke Street, 35 Carluke Street - council toby leaking on private side of Toby, Toby marked. Will need to re visit site, too windy to ground mic Helston Rd area above Leona Way. Revisited after hours, Ground micd main and laterals on Helston Road around 232 and surrounding area for approximately 100 metres, no leaks located.

**Added:** 24/02/2022 10:16 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 3 Mar, 2022 11:19 AM** as **Private note**

## Wellington Water Maximo

**Contractor Note:** customer correspondence. spoke to [REDACTED] and advised we have repaired the leak at 35 Carluke Street. Agreed to make contact next Monday to confirm if seepage has been resolved.

**Added:** 03/03/2022 11:18 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 29 Mar, 2022 1:02 PM** as **Private note**

## Wellington Water Maximo

**Contractor Note:** update. [REDACTED] is managing the stormwater remedial works (root-cutting + flushing etc) on job reference: WCCSR-293486. [REDACTED] to provide an update.

**Added:** 29/03/2022 01:01 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 29 Mar, 2022 2:26 PM** as **Private note**

## Wellington Water Maximo

**Contractor Note:** customer correspondence. Spoke to [REDACTED] to advise that I'll be back in touch once we are able to provide some indicative timeframes around the drainage work to take place. The delays are due to staff members isolating with COVID, and pending TMP approval.

**Added:** 29/03/2022 02:24 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 3 Aug, 2022 3:12 PM** as **Private note**

## Wellington Water Maximo

**Contractor Note:** customer correspondence. Spoke to [REDACTED] on Monday 1 August 2022. Advised of the works that have been completed on the wastewater and stormwater networks (root cutting, flushing, CCTV work). We have also dye tested both the WW and SW main to confirm that they are not contributing to the seepage. She would like a chlorine test to be done to confirm if there any any further potable water leaks contributing to the seepage, but is not available this week to provide access to the property (they have a dog at home). She will contact me back to arrange a time that suits.

**Added:** 03/08/2022 03:10 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 11 Aug, 2022 12:34 PM** as **Private note**

## Wellington Water Maximo

**Contractor Note:** spoke to [REDACTED] Advised that we will meet her on site Wednesday 17 August to to get access to the property and do a chlorine test.

**Added:** 11/08/2022 12:33 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 19 Aug, 2022 8:33 AM** as **Private note**

## Wellington Water Maximo

**Contractor Note:** update. spoke to [REDACTED] - chlorine test to be done on the next fine day next week

**Added:** 19/08/2022 08:32 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 19 Aug, 2022 8:33 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Assigned to Porirua Planning Engineer (██████████)

**Added:** 19/08/2022 08:32 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 24 Aug, 2022 8:40 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** update. ██████████ on-site 22 August 2022. Photo of chlorine test attached - top sample is from the tap, and the bottom sample is the seepage at the back right of the property. ██████████ to complete further leak detection

**Added:** 24/08/2022 08:38 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 30 Aug, 2022 10:50 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** update. Discussed with ██████████ - requested ██████████ to do a final leak detection survey of the catchment upstream.

**Added:** 30/08/2022 10:49 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 2 Sep, 2022 4:16 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** leak detection results. ██████████ LDS notes: Surveyed relevant area as shown in pdf. 12 Carluke Street - Council Toby leak, footpath and kerb marked. Private leak at same address, Private Toby leaking, position of Toby indicated in photo. Spoke to property owner, he is now aware of leak. Job number for toby leak: WCCSR-225763-6

**Added:** 02/09/2022 04:15 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 3 Oct, 2022 11:13 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** closing details. Outcome of seepage investigations (letter) sent to ██████████ - see attached. Email thread also attached.

**Added:** 03/10/2022 11:11 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 3 Oct, 2022 11:13 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** WWL Status: Work Completed, QA Complete (COMP); Failure Class: ; Problem: ; Cause: ; Remedy: ;

Comment:

**Added:** 03/10/2022 11:11 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 3 Oct, 2022 11:13 AM** as **Private note**

**Wellington Water Maximo**

**WW Status:** "Completed"

---

# Water and drainage: 10 LEONA WAY, Paparangi #SR-225839

NOT REQUESTED

by Not Given (notgiven@wcc.govt.nz) on Mon, 30 Aug, 2021 10:09 AM via Phone

Requested for : Not Given (notgiven@wcc.govt.nz)

## TICKET PROPERTIES

<b>Urgency</b> Low	<b>Impact</b> Low	<b>Priority</b> Low	<b>Status</b> Closed
<b>Source</b> Phone	<b>Type</b> Service Request	<b>Group</b> Wellington water Duplicates	<b>Agent</b> --
<b>Site Location</b> --	<b>Telephone Number</b> --	<b>Common Issues</b> --	<b>Other Line number</b> --
<b>Time call was made/received</b> --	<b>Device Used</b> --	<b>Type of Call</b> --	<b>Category</b> External Customer Service
	<b>Sub-Category</b> --	<b>Skip notifications</b> --	<b>Incident address</b> 10 LEONA WAY, Paparangi
<b>Incident location</b> -41.21697974920614,174.8191846139189	<b>Created By</b> --	<b>Due by</b> Wed, 16 Nov, 2022 2:58 PM	

## DESCRIPTION

### REQUESTED ITEMS (1)

Water and drainage

### DESCRIPTION

Use this form to report all issues with the water network or work taking place on the network.

<b>Stage</b> Requested	<b>Service</b> Information request	<b>Which water type is this regarding?</b> Drinking water or tap water	<b>Is this related to a weather event?</b> --
<b>Description</b> Relates to SR225763 Caller advised there is a constant trickle of water in her backyard. Was not sure where from but it is causing a muddy mess. Contact [REDACTED] on [REDACTED] 33.	<b>Skip notifications?</b> false	<b>Incident address</b> 10 LEONA WAY, Paparangi	<b>Location</b> -41.21697974920614,174.8191846139189

## APPROVAL LOGS

### COMMENTS

From System User Agent (system.user@wcc.govt.nz) on Mon, 30 Aug, 2021 10:09 AM as Private note

Address:

10 LEONA WAY, Paparangi

**Open in Google Maps:**

<http://www.google.com/maps/search/?api=1&query=41.21697974920614,174.8191846139189>  
(<https://www.google.com/maps/search/?api=1&query=-41.21697974920614,174.8191846139189>).

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 10:12 AM** as **Private note**  
WW Statu updated to "New" (Modified: 30/08/2021@10:11 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 10:12 AM** as **Private note**  
Priority changed to P4

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 10:12 AM** as **Private note**  
Wellington Water Alliance Maximo WO Created #98126 (Added: 30/08/2021 10:11 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 11:36 AM** as **Private note**  
This is a duplication of WCCSR-225763. This is a duplication of WCCSR-225763. Investigation will be carried out on WCCSR-225763. Tracey details has been added on job WCCSR-225763. This enquiry will be cancelled and related. (Added: 30/08/2021 11:34 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 11:36 AM** as **Private note**  
WW Status updated to: "Cancelled" (Modified: 30/08/2021@11:35 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 30 Aug, 2021 11:36 AM** as **Private note**  
WWL Statu Cancelled in Error/Cancelled (CANCEL CANCEL) (Added: 30/08/2021 11:35 AM)

---

**Water and drainage: 10 LEONA WAY, Paparangi**

#SR-266932

NOT REQUESTED

by [REDACTED] ([REDACTED]@outlook.com) on Sat, 6 Nov, 2021 10:25 AM via Portal

Requested for : [REDACTED] [REDACTED]@outlook.com)

**TICKET PROPERTIES**

<b>Urgency</b> Low	<b>Impact</b> Low	<b>Priority</b> Medium	<b>Status</b> Closed
<b>Source</b> Portal	<b>Type</b> Service Request	<b>Group</b> Customer Service Improvement Team	<b>Agent</b> [REDACTED] [REDACTED] <b>Site Location</b> --
<b>Telephone Number</b> --	<b>Common Issues</b> --	<b>Other Line number</b> --	<b>Time call was made/received</b> --
<b>Device Used</b> --	<b>Type of Call</b> --	<b>Category</b> External Customer Service	<b>Sub-Category</b> --
<b>External reference received</b> --	<b>External reference ID</b> --	<b>Skip notifications</b> --	<b>Incident address</b> 10 LEONA WAY, Paparangi
<b>Incident location</b> -41.21697974920614,174.8191846139189	<b>Created By</b> --	<b>Due by</b> Wed, 10 Nov, 2021 5:00 PM	

**DESCRIPTION****REQUESTED ITEMS (1)****Water and drainage****DESCRIPTION**

Use this form to report all issues with the water network or work taking place on the network.

<b>Stage</b> Requested	<b>Service</b> Report a leak	<b>Which water type is this regarding?</b> Drinking water or tap water	<b>How much water is leaking?</b> Trickle  <b>Is this related to a weather event?</b> --
<b>Description</b> water appearing in backyard job was requested to be investigated 8 days ago. Job number 225763 Kia Ora Team, [REDACTED] [REDACTED] the homeowner at 10 has phoned wanting an update on this job as there has been no improvement to this issue and they have not heard anything for over a	<b>Skip notifications?</b> false	<b>Incident address</b> 10 LEONA WAY, Paparangi	<b>Location</b> -41.21697974920614,174.8191846139189

month now I it possible for th  
i to be looked into and e cala  
ted and [REDACTED] contacted with  
an update? [REDACTED] ha al o a  
ked that if the crew i going t  
o return to plea e let her know  
a they have a dog in the bac  
kyard and to avoid any i ue  
to call beforehand I will al o i  
nclude an email that wa from  
the creator of thi job that may  
not have made it way to WW  
L thi i below, Concerned tha  
t water will affect their hou e  
Back lawn i quite muddy Ple  
a e email [REDACTED] [REDACTED] with an  
update

---

## APPROVAL LOGS

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### COMMENTS

From **System User Agent** (system.user@wcc.govt.nz) on **Sat, 6 Nov, 2021 10:25 AM** as **Private note**

#### Address

10 LEONA WAY, Paparangi

#### Open in Google Maps:

<https://www.google.com/maps/search/?api=1&query=-41.21697974920614,174.8191846139189>

(<https://www.google.com/maps/search/?api=1&query=-41.21697974920614,174.8191846139189>).

---

From **System User Agent** (system.user@wcc.govt.nz) on **Sat, 6 Nov, 2021 10:27 AM** as **Private note**

WW Status updated to: "New" (Modified: 06/11/2021@10:26 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Sat, 6 Nov, 2021 10:27 AM** as **Private note**

Priority changed to P3

---

From **System User Agent** (system.user@wcc.govt.nz) on **Sat, 6 Nov, 2021 10:27 AM** as **Private note**

Wellington Water Alliance Maximo WO Created #119043 (Added: 06/11/2021 10:26 AM)

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From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 8 Nov, 2021 11:29 AM** as **Private note**

duplicate of WCCSR-225763 canceling. duplicate of WCCSR-225763 canceling (Added: 08/11/2021 11:28 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 8 Nov, 2021 11:32 AM** as **Private note**

WW Status updated to: "Cancelled" (Modified: 08/11/2021@11:29 AM)

---

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 8 Nov, 2021 11:32 AM** as **Private note**

WWL Status: Cancel: Raised in Error/Cancelled (CANCEL.CANCEL) (Added: 08/11/2021 11:29 AM)

---

From [REDACTED]@outlook.com on **Mon, 3 Oct, 2022 11:33 AM** as

Water is still seeping through.

Wellington water did some repair within the last two weeks but there haven't been enough dry days to know if that has solved the issue.

---



Re 225763 10 Leona Way # R 293532

NOT REQUE TED

by [REDACTED]@outlook.com) on Wed, 15 Dec, 2021 8 49 PM via Portal

Requested for [REDACTED]@outlook.com)

TICKET PROPERTIE

<b>Urgency</b> Low	<b>Impact</b> Low	<b>Priority</b> Medium	<b>tatus</b> Closed
<b>ource</b> Portal	<b>Type</b> Service Request	<b>Group</b> Wellington water Duplicates	<b>Agent</b>
<b>ite Location</b>	<b>Telephone Number</b>	<b>Common Issues</b>	<b>Other Line number</b>
<b>Time call was made/received</b>	<b>Device Used</b>	<b>Type o Call</b>	<b>Category</b> External Customer Service
<b>ub Category</b>	<b>kip noti ications</b>	<b>Incident address</b> 10 LEONA WAY Paparangi	<b>Incident location</b> 41 21697974920614 174 8191846139189
<b>Created By</b>	<b>Due by</b> Mon 20 Dec 2021 5 00 PM		

DE CRIPTION

Kia ora

It's a bit awkward emailing WCC again, because neither of my previous emails below have been replied to, or acknowledged.

However I phoned WCC recently to check my emails were being recieved and the person I spoke to confirmed they had been recieved and were just being ignored??

I've copied in the WCC complaints email address into this, because I've also emailed that address twice and have never received a reply or acknowledgement.

On 10 December I recieved a voicemail message from a staff member at Wellington Water. She advised the reason she was calling was to provide an update for the issue at 12 Leona Way, and that the issue has been passed on to the leak detection team and they were waiting to hear back if they can find where the leak is coming from. She advised to contact the council back if needed.

The reason for my email today is to let you know that as of yesterday the excess water in our back yard has worsened further, it now stretches across our entire back yard and down to our house.

Also, confirming that I live at 10 Leona Way, not 12.

An update (or even an acknowledgement) via email would be really appreciated.

Thanks

From [REDACTED]@outlook.com>

Sent Thursday, 2 December 2021, 13:48

To info@wcc.govt.nz

Subject Re: 225763 - 10 Leona Way

Kia ora

I haven't received a response to my email below.

Can someone please confirm if it's been recieved?

This issue has worsened, with the water/mud expanding further along our back yard, and it now reaches our house.

Thanks

From [REDACTED]@outlook.com>

Sent Friday, 19 November 2021, 12:55

To info@wcc.govt.nz

Cc [REDACTED]@xtra.co.nz; [REDACTED]

Subject 225763 - 10 Leona Way

Kia ora

Early this year we noticed excess water in the back yard of our property, and realised that our drainage wasn't coping with this excess water. The water was a little bit muddy, just an inconvenience really but not too much of an issue. We live at 10 Leona Way in Paparangi.

We spoke with our neighbours, [REDACTED] and [REDACTED] at 12 Leona Way, who were noticing the same issue at their property. [REDACTED] and [REDACTED] mentioned that they had called and notified WCC about this issue at both of our properties and as far as I'm aware no action was taken following that call.

Several weeks (months?) later, the issue was still occurring and getting worse. I was hesitant to follow up with WCC because we were in COVID-19 Alert Level 4 lockdown at the time and it didn't feel like a priority, although I did phone WCC and advised that the issue hadn't been resolved, and in fact was worse (our backyard was now a mud pit). Following this call we had a visit from Wellington Water, who took some photos and a sample of water – they also visited our neighbours at 12 Leona Way and did the same. They advised that the water sample showed that the water was likely coming from a broken pipe up on Helston Road, rather than storm water, which is why the issue is there constantly and not just when it rains.

Since this time I have phoned WCC several times asking for an update however I've never been able to get an update. I even provided my email address and asked for an email update, but that hasn't come through.

I was given a ticket number to quote when I called WCC next which was great.

A few weeks later, after no update, I phoned WCC again (this was my most recent call, and I think it was 6 November) and I quoted that number, but I was told "that number is for 12 Leona way and I can't give you any information on that ticket" (the guy I spoke to was helpful, and I understand why he couldn't give me an update with my neighbour's ticket number).

I asked for a new ticket to be opened for our property, so that I could get updates, and I was given ticket #225763. I also provided my email address again and asked for an email update... but I haven't received one.

I've said this the last couple of times I've phoned, but I just want to let you know again, that I'm starting to get really worried about the water at the back of our property. Our back yard is a huge mud pit – the stagnant water smells and the mud reaches all the way down to our house now. Our retaining wall is being affected by the water coming through it and pooling up. We can't use our back yard – my dog can't run around without being covered in mud and our kids can't play in our backyard. I feel like we've been really patient and understanding with this, especially as we've had to navigate different COVID-19 Alert Levels, but I'm at the point where I just want to know what is going on. Wellington Water did phone me once, it was on a Friday but I can't remember the date, they advised they had fixed a couple of broken pipes and wanted to know if the situation has resolved – I advised that unfortunately it hadn't. So I know that some work has gone on and some pipes have been fixed, but what happens now?

I look forward to receiving an update.

Ngā mihi

#### REQUESTED ITEMS (1)

##### Water and drainage

##### DESCRIPTION

Use this form to report all issues with the water network or work taking place on the network.

Stage	Service	Which water type is this regarding?	What is the priority?
Requested	Fault	Stormwater or rainwater	Medium
Is this related to a weather event?	Description	Skip notifications?	Incident address
--	10 Leona Way It's a bit awkward emailing WCC again, because neither of my previous emails below have been replied to, or acknowledged. However, I phoned WCC recently to check my emails were being received and the person I spoke to confirmed they had been received, and were just being... ignored?? I've copied in the WCC complaints email address into this, because I've also emailed that address twice and have never received a reply or acknowledgement. On 10 December I received a voicemail message from a staff member at Wellington Water. She advised the reason she was calling was to provide an update for the issue at 12 Leona Way, and that the issue has been passed on to the leak detection team and they were waiting to hear back if they can find where the leak is coming from. She advised to contact the council back if needed. The reason for my email today is to let you know that as of yesterday the excess water in our backyard has worsened further, it now stretches across	true	na
		Location	
		na	

ss our entire back yard and down to our house. Also, confirming that I live at 10 Leona Way, not 12. An update (or even an acknowledgment) via email would be really appreciated.

Early this year we noticed excess water in the back yard of our property, and realised that our drainage wasn't coping with this excess water. The water was a little bit muddy, just an inconvenience really but not too much of an issue. We live at 10 Leona Way in Paparangi. We spoke with our neighbours, [REDACTED] and [REDACTED] at 12 Leona Way, who were noticing the same issue at their property. [REDACTED] and [REDACTED] mentioned that they had called and notified WCC about this issue at both of our properties and as far as I'm aware no action was taken following that call. Several weeks (months?) later, the issue was still occurring and getting worse. I was hesitant to follow up with WCC because we were in COV D-19 Alert Level 4 lockdown at the time and it didn't feel like a priority, although I did phone WCC and advised that the issue hadn't been resolved, and in fact was worse (our backyard was now a mud pit) Following this call we had a visit from Wellington Water, who took some photos and a sample of water – they also visited our neighbours at 12 Leona Way and did the same. They advised that the water sample showed that the water was likely coming from a broken pipe up on Helston Road, rather than storm water, which is why the issue is there constantly and not just when it rains. Since this time I have phoned WCC several times asking for an update however I've never been able to get an update. I even provided my email address and asked for an email update, but that hasn't come through. I was given a ticket number to quote when I called WCC next which was great. A few weeks later, after no update, I phoned WCC again (this was my most recent call, and I think it was 6 November) and I quoted that number, but I was told "that number is for 12 Leona way and I can't give you any information on that ticket" (the guy I spoke to was helpful, and I understand why he couldn't give me an update with my neighbour's ticket number) I asked for a new ticket to be opened for our property, so that I could get updates, and I was given ticket #225763. I also provided my email address again and asked for an email update but I haven't received one. I've said this the last couple of times I've phoned, but I just want to let you know again, that I'm starting to get really worried about the water at the back of our property. Our back yard is a huge mud pit – the stagnant water smells and the mud reaches all the way down to our house now. Our retaining wall is being affected by the water coming through it and pooling up. We can't use our back yard – my dog can't run around without being covered in mud and our kids can't play in our backyard. I feel like we've been really patient and understanding with this, especially as we've had to navigate different COVID-19 Alert Levels, but I'm at the point where I just want to know what is going on. Wellington Water did phone me once, it was on a Friday but I can't remember the date, they advised they had fixed a couple of broken pipes and wanted to know if the situation has resolved – I advised that unfortunately it hadn't. So I know that some work has gone on and some pipes have been fixed, but what happens now? I look forward to receiving an update.

---

APPROVAL LOGS

---

COMMENTS

From System User Agent (system.user@wcc.govt.nz) on Thu, 16 Dec, 2021 3 07 AM as Private note

Address

10 LEONA WAY, Paparangi

Open in Google Maps

<https://www.google.com/maps/search/?api=1&query=-41.21697974920614,174.8191846139189> (<https://www.google.com/maps/search/?api=1&query=-41.21697974920614,174.8191846139189>)

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED]@wcc.govt.nz) on Thu, 16 Dec, 2021 3 11 AM as Private note

Please do not link to 225763 as this is for her [REDACTED] who has same issue

---

From System User Agent (system.user@wcc.govt.nz) on Thu, 16 Dec, 2021 3 13 AM as Private note

Wellington Water Maximo

WW Status "New"

Priority P3

Maximo WO 131988 Created 16/12/2021 03:11 AM

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED]@wcc.govt.nz) on Thu, 16 Dec, 2021 3 22 AM as Outbound email

Kia ora [REDACTED]

Thanks for contacting us

Re SR 225763 there seems to have been some confusion this request was logged to your neighbour at number 12 by your neighbour as you had mentioned but was only logged for 12 Leona Way

We can see that you had contacted us SR 266932 and this had also been linked to SR 225763

We have raised a new request under your name and address to our Water Team SR 293532

Ngā mihi

[REDACTED]  
Customer Service Rep | Customer Contact Centre |

P 04 499 4444 F 04 801 3138 W Wellington.govt.nz

PO Box 2199 Wellington 6140

!- Initial customer request -!

Description

Kia ora

It's a bit awkward emailing WCC again, because neither of my previous emails below have been replied to, or acknowledged.

However, I phoned WCC recently to check my emails were being received and the person I spoke to confirmed they had been received, and were just being... ignored??

I've copied in the WCC complaints email address into this, because I've also emailed that address twice and have never received a reply or acknowledgement.

On 10 December I received a voicemail message from a staff member at Wellington Water. She advised the reason she was calling was to provide an update for the issue at 12 Leona Way, and that the issue has been passed on to the leak detection team and they were waiting to hear back if they can find where the leak is coming from. She advised to contact the council back if needed.

The reason for my email today is to let you know that as of yesterday the excess water in our back yard has worsened further, it now stretches across our entire back yard and down to our house.

Also, confirming that I live at 10 Leona Way, not 12.

An update (or even an acknowledgement) via email would be really appreciated.

Thanks

[REDACTED]

From [REDACTED]@outlook.com>

Sent Thursday, 2 December 2021, 13:48

To info@wcc.govt.nz

Subject Re: 225763 - 10 Leona Way

Kia ora

I haven't received a response to my email below.

Can someone please confirm if it's been received?

This issue has worsened, with the water/mud expanding further along our back yard, and it now reaches our house.

Thanks

[REDACTED]

From [REDACTED]@outlook.com>

Sent Friday, 19 November 2021, 12:55

To info@wcc.govt.nz

Cc [REDACTED]@xtra.co.nz; [REDACTED]

Subject 225763 - 10 Leona Way

Kia ora

Early this year we noticed excess water in the back yard of our property, and realised that our drainage wasn't coping with this excess water. The water was a little bit muddy, just an inconvenience really but not too much of an issue. We live at 10 Leona Way in Paparangi.

We spoke with our neighbours, [REDACTED] and [REDACTED] at 12 Leona Way, who were noticing the same issue at their property. [REDACTED] and [REDACTED] mentioned that they had called and notified WCC about this issue at both of our properties and as far as I'm aware no action was taken following that call.

Several weeks (months?) later, the issue was still occurring and getting worse. I was hesitant to follow up with WCC because we were in COVID-19 Alert Level 4 lockdown at the time and it didn't feel like a priority, although I did phone WCC and advised that the issue hadn't been resolved, and in fact was worse (our backyard was now a mud pit)

Following this call we had a visit from Wellington Water, who took some photos and a sample of water – they also visited our neighbours at 12 Leona Way and did the same. They advised that the water sample showed that the water was likely coming from a broken pipe up on Helston Road, rather than storm water, which is why the issue is there constantly and not just when it rains.

Since this time I have phoned WCC several times asking for an update however I've never been able to get an update. I even provided my email address and asked for an email update, but that hasn't come through.

I was given a ticket number to quote when I called WCC next which was great.

A few weeks later, after no update, I phoned WCC again (this was my most recent call, and I think it was 6 November) and I quoted that number, but I was told “that number is for 12 Leona way and I can’t give you any information on that ticket” (the guy I spoke to was helpful, and I understand why he couldn’t give me an update with my neighbour’s ticket number)

I asked for a new ticket to be opened for our property, so that I could get updates, and I was given ticket #225763. I also provided my email address again and asked for an email update... but I haven’t received one.

I’ve said this the last couple of times I’ve phoned, but I just want to let you know again, that I’m starting to get really worried about the water at the back of our property.

Our back yard is a huge mud pit – the stagnant water smells and the mud reaches all the way down to our house now. Our retaining wall is being affected by the water coming through it and pooling up. We can’t use our back yard – my dog can’t run around without being covered in mud and our kids can’t play in our backyard.

I feel like we’ve been really patient and understanding with this, especially as we’ve had to navigate different COVID-19 Alert Levels, but I’m at the point where I just want to know what is going on. Wellington Water did phone me once, it was on a Friday but I can’t remember the date, they advised they had fixed a couple of broken pipes and wanted to know if the situation has resolved – I advised that unfortunately it hadn’t. So I know that some work has gone on and some pipes have been fixed, but what happens now?

I look forward to receiving an update.

Ngā mihi

[REDACTED]

---

From [REDACTED]@wcc.govt.nz on Thu, 16 Dec, 2021 8 54 AM as Outbound email

I think there may be a considerable issue here for both #10 and #12 - see the other report with Dye coming through and into the garden of #12 (which I presume would be from the WW main). Worth combining the issues to see if there is a single source of the problem here.

[REDACTED] | Wellington City Council

M [REDACTED] E [REDACTED]@wcc.govt.nz

---

From BUS Assurance (assurance@wcc.govt.nz) on Thu, 16 Dec, 2021 11 26 AM as Incoming email

Kia ora Info Team

Do you need any assistance from assurance? Or would it be alright if we leave this case with you.

We trust [REDACTED] is satisfied with your response?

Thank you,

[REDACTED]  
Assurance Administrator | Complaints & Information Assurance | Wellington City Council

E [assurance@wcc.govt.nz](mailto:assurance@wcc.govt.nz) (mailto:assurance@wcc.govt.nz) | W Wellington.govt.nz (https://aus01.safelinks.protection.outlook.com/?

url=http%3A%2F%2Fwellington.govt.nz%2F&data=04%7C01%7CInfo.atWCC%40wcc.govt.nz%7C72364a5149864b9100cf08d9c019fe0a%7Cf187ad074f704d719a80dfb0191578ae%7C0%7C0%2F%2Fwellingtoncitycouncil&data=04%7C01%7CInfo.atWCC%40wcc.govt.nz%7C72364a5149864b9100cf08d9c019fe0a%7Cf187ad074f704d719a80dfb0191578ae%7C0%7C0%2F%2Ftwitter.com%2Fwgtnc&data=04%7C01%7CInfo.atWCC%40wcc.govt.nz%7C72364a5149864b9100cf08d9c019fe0a%7Cf187ad074f704d719a80dfb0191578ae%7C0%7C0%)

(https://aus01.safelinks.protection.outlook.com/?

url=http%3A%2F%2Ftwitter.com%2Fwgtnc&data=04%7C01%7CInfo.atWCC%40wcc.govt.nz%7C72364a5149864b9100cf08d9c019fe0a%7Cf187ad074f704d719a80dfb0191578ae%7C0%7C0%)

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 [REDACTED]@outlook.com on Thu, 16 Dec, 2021 3 18 PM as Incoming email

Kia ora

This is the first response I've recieved, so thank you.

And thanks for raising this against our address at 10 Leona Way, I'm not sure how that confusion happened but I'm glad it's been picked up on now.

Wellington water visited our neighbours last night, so hopefully something is being done to fix the issue now.

Thanks

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED]@wcc.govt.nz) on Sat, 18 Dec, 2021 7 40 PM as Private note

Further email I've already reported the excess water issue at our property, 10 Leona Way. This issue is also reported through our neighbours at 12 Leona Way (because it affects their property also)

Wellington water advised us on Thursday night that they had identified an issue up on Helston Road.

Is there an ETA for when this will be fixed?

Attached are photos of our backyard this afternoon, about 4.30pm, after a super sunny day. Our back yard is a mud pit.

An update on this would be appreciated please.

Thanks

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED]@wcc.govt.nz) on Tue, 21 Dec, 2021 12 10 AM as Private note

I took another couple of photos just now, if you can please add them to the ticket that would be appreciated.

1. The top of our retaining wall. Filled right up with water.
2. The muddy lawn, has a greasy film on top.

Still no improvement.

Still no update from WCC or Wellington water.

Thanks

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED]@wcc.govt.nz) on Tue, 21 Dec, 2021 8 56 AM as Private note

WWL / WCC - [REDACTED] Escalated to WWL Team Leader 21 Dec.

---

From System User Agent (system.user@wcc.govt.nz) on Thu, 23 Dec, 2021 10 46 AM as Private note

[Wellington Water Maximo](#)

**Contractor Note** WWL Status: Cancel: Raised in Error/Cancelled (CANCEL.CANCEL)

**Added** 23/12/2021 10:44 AM

---

From System User Agent (system.user@wcc.govt.nz) on Thu, 23 Dec, 2021 10 46 AM as Private note

[Wellington Water Maximo](#)

**WW Status** "Cancelled"

---

From System User Agent (system.user@wcc.govt.nz) on Thu, 23 Dec, 2021 10 46 AM as Private note

[Wellington Water Maximo](#)

**Contractor Note** RF - Duplicate of WCCSR-293486. RF - Duplicate of WCCSR-293486

**Added** 23/12/2021 10:44 AM

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# Water issue - 10 Leona Way #SR-295172

NOT REQUESTED

by [REDACTED]@outlook.com) on Sat, 18 Dec, 2021 4:57 PM via Email

Requested for : [REDACTED]@outlook.com)

## TICKET PROPERTIES

<b>Urgency</b> Low	<b>Impact</b> Low	<b>Priority</b> Low	<b>Status</b> Closed
<b>Source</b> Email	<b>Type</b> Service Request	<b>Group</b> Customer Services Emails	<b>Agent</b> --
<b>Site Location</b> --	<b>Telephone Number</b> --	<b>Common Issues</b> --	<b>Other Line number</b> --
<b>Time call was made/received</b> --	<b>Device Used</b> --	<b>Type of Call</b> --	<b>Category</b> External Customer Service
	<b>Sub-Category</b> --	<b>Skip notifications</b> --	<b>Incident address</b> --
<b>Incident location</b> --	<b>Created By</b> --	<b>Due by</b> Fri, 24 Dec, 2021 12:50 PM	

## DESCRIPTION

Kia ora

I've already reported the excess water issue at our property, 10 Leona Way. This issue is also reported through our neighbours at 12 Leona Way (because it affects their property also)

Wellington water advised us on Thursday night that they had identified an issue up on Helston Road.

Is there an ETA for when this will be fixed?

Attached are photos of our backyard this afternoon, about 4.30pm, after a super sunny day. Our back yard is a mud pit.

An update on this would be appreciated please.

Thanks

[REDACTED]

## APPROVAL LOGS

## COMMENTS

From [REDACTED] ([REDACTED]@wcc.govt.nz) on Sat, 18 Dec, 2021 7:44 PM as Outbound email

Kia ora [REDACTED],

Thanks for contacting us.

We have added your comments and photos to SR 293532.

Please use SR 293532 as to stop any confusion for any further communication.

Ngā mihi

Customer Service Rep | Customer Contact Centre |  
P 04 499 4444 F 04 801 3138 W Wellington govt nz  
PO Box 2199 Wellington 6140

!-- Initial customer request --!

Description	<p>Kia ora</p> <p>I've already reported the excessive water issue at our property, 10 Leona Way. This issue is also reported through our neighbours at 12 Leona Way (because it affects their property also)</p> <p>Wellington water advised us on Thursday night that they had identified an issue up on Helston Road. Is there an ETA for when this will be fixed?</p> <p>Attached are photos of our backyard this afternoon, about 4.30pm, after a super sunny day. Our back yard is a mud pit. An update on this would be appreciated please.</p> <p>Thanks</p> <p>Ticket attachments : 1. <a href="https://help.wellington.govt.nz/helpdesk/attachments/75017918454">processed-ec69bae4-865a-4a00-ae0e-1ae656980b7f_pYySeuNr.jpeg</a> (<a href="https://help.wellington.govt.nz/helpdesk/attachments/75017918454">https://help.wellington.govt.nz/helpdesk/attachments/75017918454</a>). 2. <a href="https://help.wellington.govt.nz/helpdesk/attachments/75017918455">processed-1f5bdc1f-9b16-471d-af75-c9e5b26e482c_T8JrLRy1.jpeg</a> (<a href="https://help.wellington.govt.nz/helpdesk/attachments/75017918455">https://help.wellington.govt.nz/helpdesk/attachments/75017918455</a>).</p>
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From [redacted]@outlook.com) on Sun, 19 Dec, 2021 7:34 AM as Incoming email

Thank you.

What's the chance of getting an answer to my question as well as an update?

Is there someone I need to contact specifically for that?

Thanks

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED] (@wcc.govt.nz) on Sun, 19 Dec, 2021 8:30 AM as Outbound email

Kia ora [REDACTED]

Thank you for contacting u ,

We have passed your enquiry to Wellington Water as they are best suited to respond with an update.

Kind regard ,

[REDACTED]

Kia ora

I've already reported the excess water issue at our property, 10 Leona Way. This issue is also reported through our neighbours at 12 Leona Way (because it affects their property also)

Wellington water advised us on Thursday night that they had identified an issue up on Helston Road.

Is there an ETA for when this will be fixed?

Attached are photos of our backyard this afternoon, about 4.30pm, after a super sunny day. Our back yard is a mud pit.

An update on this would be appreciated please.

Thanks

Ticket attachments : 1. [processed-ec69bae4-865a-4a00-ae0e-1ae656980b7f\\_pYySeuNr.jpeg](https://help.wellington.govt.nz/helpdesk/attachments/75017918454)

(<https://help.wellington.govt.nz/helpdesk/attachments/75017918454>).

2. [processed-1f5bdc1f-9b16-471d-af75-c9e5b26e482c\\_T8JrLRy1.jpeg](https://help.wellington.govt.nz/helpdesk/attachments/75017918455)

(<https://help.wellington.govt.nz/helpdesk/attachments/75017918455>).

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED] (@outlook.com) on Mon, 20 Dec, 2021 4:40 PM as Incoming email

Thanks.

I took another couple of photos just now, if you can please add them to the ticket that would be appreciated.

1 The top of our retaining wall Filled right up with water

2. The muddy lawn, has a greasy film on top.

Still no improvement

Still no update from WCC or Wellington water.

Thanks

[REDACTED]

---

From [REDACTED] [REDACTED] [REDACTED] [REDACTED]@wcc.govt.nz) on Tue, 21 Dec, 2021 12:11 AM as **Outbound email**

Kia ora [REDACTED],

Thanks for the photos.

We have attached to SR 293532.

Ngā mihi

[REDACTED]

Customer Service Rep | Customer Contact Centre |

P 04 499 4444 F 04 801 3138 W Wellington.govt.nz

PO Box 2199 Wellington 6140

!-- Initial customer request --!

Kia ora

I've already reported the excess water issue at our property, 10 Leona Way. This issue is also reported through our neighbours at 12 Leona Way (because it affects their property also)

Wellington water advised us on Thursday night that they had identified an issue up on Helston Road.

Is there an ETA for when this will be fixed?

Attached are photos of our backyard this afternoon, about 4.30pm, after a super sunny day. Our back yard is a mud pit.

Description  
An update on this would be appreciated please.

Thanks



Ticket attachments : 1. [processed-ec69bae4-865a-4a00-ae0e-1ae656980b7f\\_pYySeuNr.jpeg](https://help.wellington.govt.nz/helpdesk/attachments/75017918454)

(<https://help.wellington.govt.nz/helpdesk/attachments/75017918454>).

2. [processed-1f5bdc1f-9b16-471d-af75-c9e5b26e482c\\_T8JrLRy1.jpeg](https://help.wellington.govt.nz/helpdesk/attachments/75017918455)

(<https://help.wellington.govt.nz/helpdesk/attachments/75017918455>).











**Water and drainage: 10 LEONA WAY, Paparangi**

#SR-473412

NOT REQUESTED

by [REDACTED]@outlook.com) on **Mon, 17 Oct, 2022 1:55 PM** via **Portal**

Requested for : [REDACTED]@outlook.com)

**TICKET PROPERTIES**

<b>Urgency</b> Low	<b>Impact</b> Low	<b>Priority</b> High	<b>Status</b> Active
<b>Source</b> Portal	<b>Type</b> Service Request	<b>Group</b> Wellington Water	<b>Agent</b> --
<b>Site Location</b> --	<b>Telephone Number</b> --	<b>Common Issues</b> --	<b>Other Line number</b> --
<b>Time call was made/received</b> --	<b>Device Used</b> --	<b>Type of Call</b> --	<b>Category</b> External Customer Service
	<b>Sub-Category</b> --	<b>External reference received</b> --	<b>External reference ID</b> Maximo WO: 240574
<b>Skip notifications</b> --	<b>Incident address</b> 10 LEONA WAY, Paparangi	<b>Incident location</b> -41.21697974920614,174.819 1846139189	<b>Created By</b> [REDACTED] <b>Due by</b> Mon, 17 Oct, 2022 7:55 PM

**DESCRIPTION****REQUESTED ITEMS (1)****Water and drainage****DESCRIPTION**

Use this form to report all issues with the water network or work taking place on the network.

<b>Stage</b> Requested	<b>Service</b> Report a leak	<b>Which water type is this regarding?</b> Drinking water or tap water	<b>How much water is leaking?</b> Steady flow
			<b>Is this related to a weather event?</b> --
<b>Description</b> Caller advised of a water leak at the rear of their property. Has been an issue in the past. Water most likely coming from an issue on Helston Road. Water seeping through and beginning to pool on the retaining wall. Please attend	<b>Skip notifications?</b> false	<b>Incident address</b> 10 LEONA WAY, Paparangi	<b>Location</b> -41.21697974920614,174.819 1846139189

## APPROVAL LOGS

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### COMMENTS

From **Sytem User Agent** ( sytem user@wcc.govt.nz) on **Mon, 17 Oct, 2022 1 55 PM** as **Private note**

**Address:**

10 LEONA WAY, Paparangi

**Open in Google Map**

<https://www.google.com/maps/search/?api=1&query=-41.21697974920614,174.8191846139189>

<https://www.google.com/maps/search/?api=1&query=-41.21697974920614,174.8191846139189>

---

From **Sytem User Agent** ( sytem user@wcc.govt.nz) on **Mon, 17 Oct, 2022 1 57 PM** as **Private note**

**Wellington Water Maximo**

**WW Statu** "New"

**Priority:** P2

**Maximo WO:** 240574 **Created:** 17/10/2022 01:56 PM

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From **Sytem User Agent** ( sytem user@wcc.govt.nz) on **Fri, 21 Oct, 2022 11 22 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Assigned to 1man rover. Assigned to 1man rover

**Added** 21/10/2022 11 20 AM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 21 Oct, 2022 6:08 PM** as **Private note**

**Wellington Water Maximo**

**Priority:** P3

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From **Sytem User Agent** ( sytem user@wcc.govt.nz) on **Wed, 26 Oct, 2022 7 57 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note** Assigned to Porirua Water 6 (Luke)

**Added:** 26/10/2022 07:51 PM

---

From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 16 Nov, 2022 8:46 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** update. Crew inspected and found no sound on the water on helston road

**Added** 16/11/2022 08 45 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 16 Nov, 2022 8:47 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** WWL Status: Work Completed, QA Complete (COMP); Failure Class: ; Problem: ; Cause: ; Remedy: ;

**Comment:**

**Added** 16/11/2022 08 45 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 16 Nov, 2022 8:47 PM** as **Private note**

**Wellington Water Maximo**

**WW Status:** "Completed"

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From [REDACTED]@outlook.com on **Wed, 16 Nov, 2022 10 46 PM** as **Incoming email**

Hi there

Can you please let me know what the resolution was? I haven't heard anything re this ticket so would be good to know what was fixed considering we've had issues in the past.

Thanks

[REDACTED]

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From [REDACTED]@outlook.com on **Mon, 9 Jan 12 04 PM a** **Incoming email**

Hi there

I never received a response to my email below.

Can I please request this information again

Thanks

[REDACTED]

Get [Outlook for Android \(https://aka.ms/AAb9ysg\)](https://aka.ms/AAb9ysg)

---

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, March 29, 2023 2:17 PM  
**To:** Official Information  
**Subject:** FW: 10 Leona Way - site visit results

Hi [REDACTED] FYI as discussed, my last communication email to [REDACTED] of 10 Leona Way to include in your LGOIMA if not already.

Regards

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, 17 March 2023 10:59 am  
**To:** [REDACTED]@outlook.com>  
**Subject:** RE: 10 Leona Way - site visit results

Morning [REDACTED]

Thanks for your email. In regards to your devices question, I confirm the leaks survey project utilises an array of detection tools depending on the requirement and terrain. They will be using mobile hand held listening devices both ground and stick microphone (similar to the ones used in your recent area scan) and correlators which is likely the tools that team were referring to in your conversation with them, these are a more accurate position detection tool, used once a potential leak is identified.

If they identify anything once completed in the coming months, they will communicate this to you either by letter drop or door knock to advise you of their findings.

Thanks [REDACTED], have a good weekend.

Regards

[REDACTED]  
Customer Information and Resolutions Lead  
Customer Operations Group



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

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**From:** [REDACTED]@outlook.com>  
**Sent:** Tuesday, 14 March 2023 8:51 pm  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** RE: 10 Leona Way - site visit results



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

Hi [REDACTED]

Thank you, sorry I'm only just getting to this now and didn't have time to talk on the phone last week. Did you find out regarding equipment that can test further than the immediate area?  
Or is the suburb leak survey to cover that while the equipment isn't available?

Thanks  
[REDACTED]

---

From: [REDACTED]@wellingtonwater.co.nz>  
Sent: Friday, March 10, 2023 11:08 AM  
To: [REDACTED]@outlook.com>  
Subject: RE: 10 Leona Way - site visit results

Hi [REDACTED] thanks for your time on the phone just now, and sorry to disturb you at work.

I was just calling to confirm receipt of your email and confirm that the leaks team have your property on their radar when they're out in Paparangi to complete this suburbs leak survey later in the year (May/June).

Whilst our last communication suspected groundwater as the potential source of seepage, if they find any changes in the council pipes or come up with any new leads that potentially may help you to narrow down the source (i.e- private leak from a neighbours property) they'll let you know.

Thanks [REDACTED] have a great weekend.

Kind regards

[REDACTED]  
Customer Information and Resolutions Lead  
Customer Operations Group



Mob [REDACTED]  
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From: [REDACTED]@outlook.com>  
Sent: Wednesday, 8 March 2023 12:08 pm  
To: [REDACTED]@wellingtonwater.co.nz>  
Subject: Re: 10 Leona Way - site visit results

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

Kia ora [REDACTED]

Thanks for the update. Very strange that it had dried up so much the dirt was cracking (where it was previously muddy) for months, and now it's sodden.

Also, good to know re the planned survey for May/June.

When the team were here, they mentioned they don't yet have equipment available to test further out than their immediate area, do you know when that is expected?

Thanks

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From: [REDACTED]@wellingtonwater.co.nz>  
Sent: Tuesday, 7 March 2023, 7:40 am  
To: [REDACTED]@outlook.com>  
Subject: 10 Leona Way - site visit results

Good morning [REDACTED], I hope this email finds you well. I am just sending a follow up email advising the outcome of the recent site visit by our team.

As you know, our leaks detection team were onsite last Monday 27<sup>th</sup> of Feb to survey and investigate the surrounding water assets around your property to determine if there are any leaks on the council pipes that could be contributing to the issue of seepage onto your property. Our team surveyed not only the immediate pipes behind your property, but also further afield to include Jane Grove and Carluke St encompassing a wider scope of investigations in the off chance of the issue stemming from one of these assets further afield. You can find below the area map showing the assets (marked in yellow dots) that were surveyed via acoustic detection surveying by our team.

Investigations by our leaks team did not detect any form of acoustic noise identification that would indicate a leak on the council assets. Visual assessment also did not identify any visible leaks emanating from the surveyed area during the walk through. Following the assessment of the water networks upstream of your property, and the elimination of this as the potential source of seepage, our next logical conclusion is that the water seepage may likely be due to natural water runoff and ground water seepage. You may wish to engage a stormwater engineer to provide you with further advice and guidance.

For your knowledge, the Paparangi suburb is due to be surveyed by WWL towards May/June of this year as part of our wider Wellington Region leaks detection programme, we will let you know if any new leaks or potential leads come about from this survey once undertaken.

Your LGOIMA request is being processed and you will receive further communications from the LGOIMA team shortly with your property information file containing recent and prior investigations which may be useful should you engage further engineering advice.

Thanks [REDACTED]

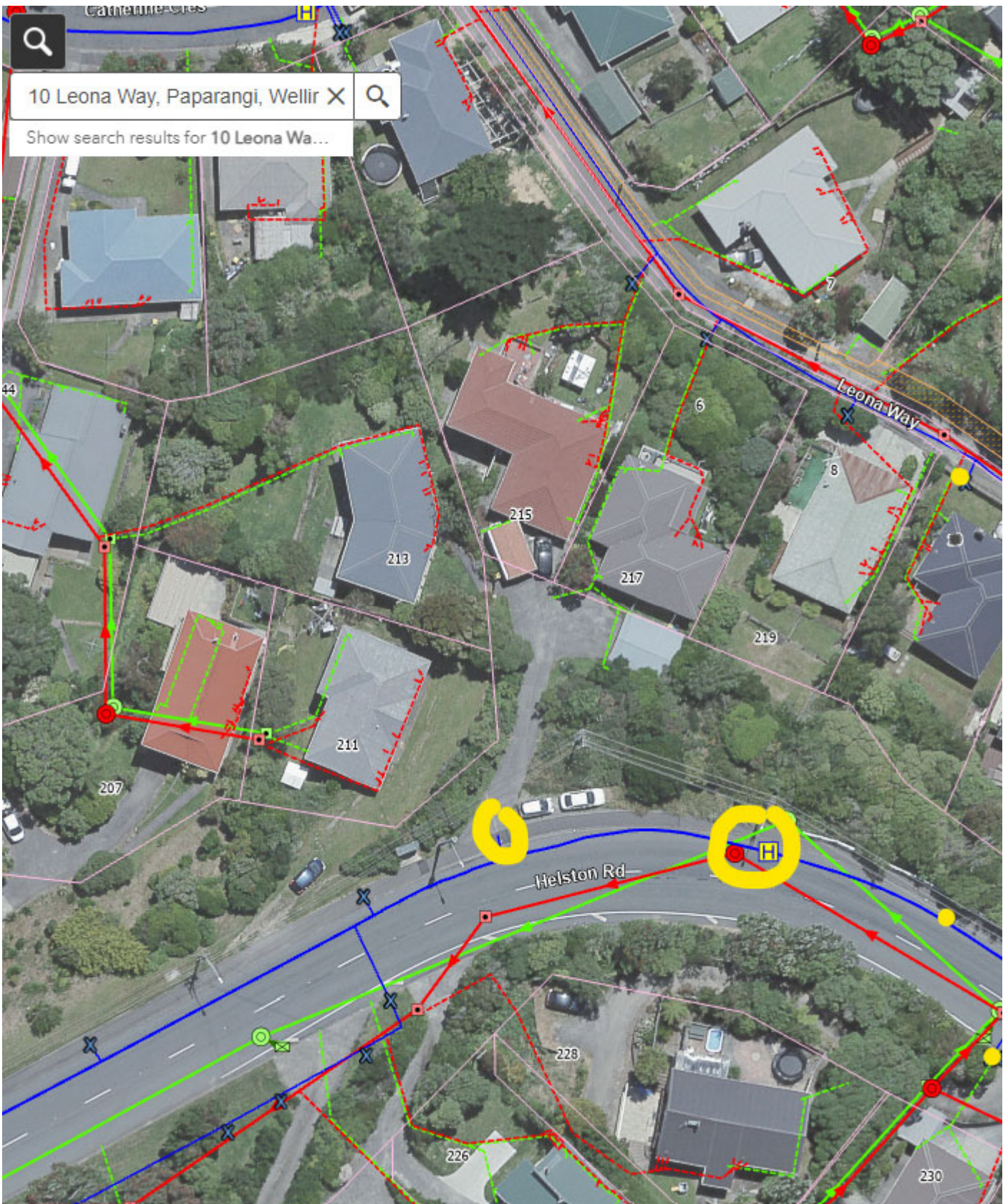
Kind regards

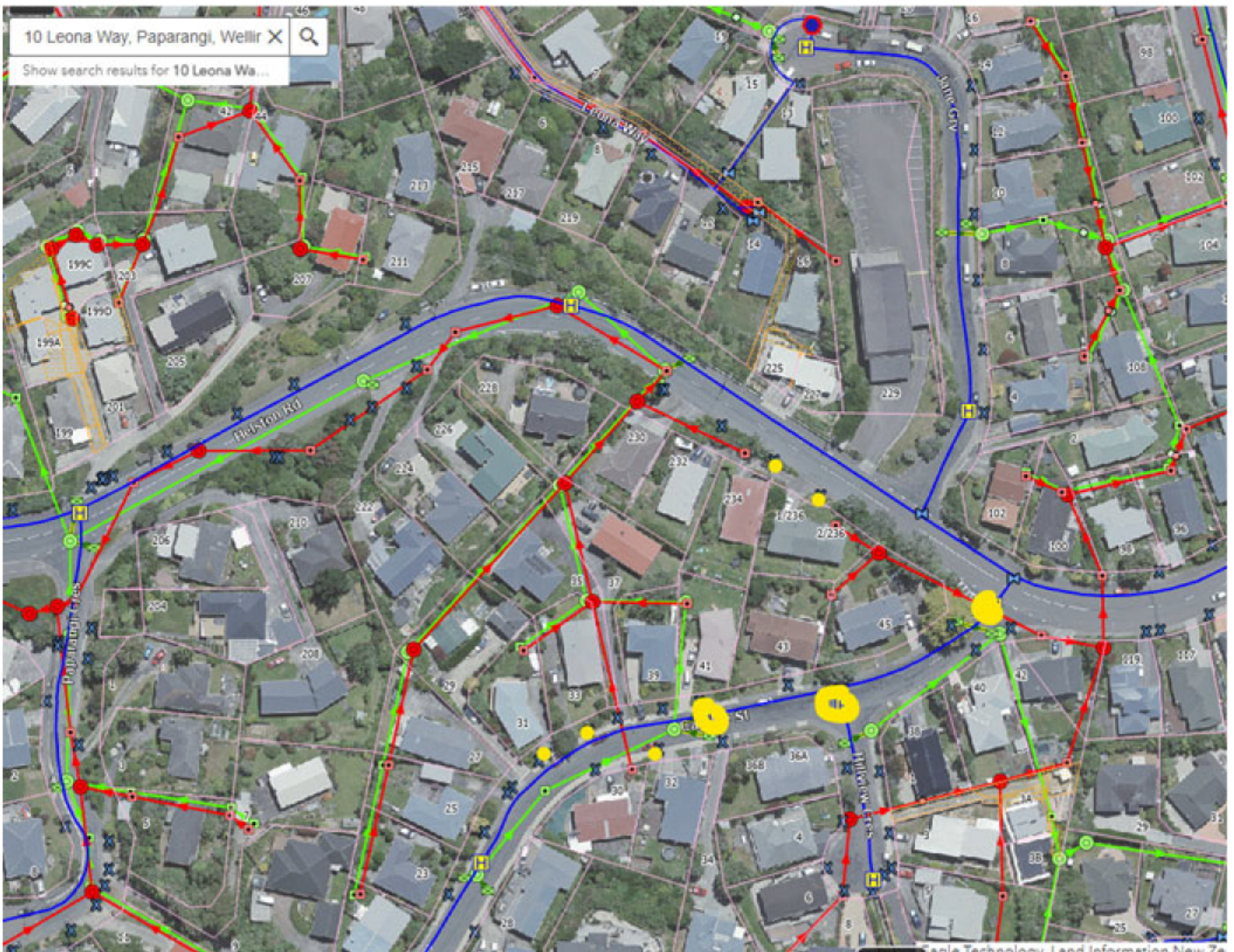
[REDACTED]  
Customer Information and Resolutions Lead  
Customer Operations Group



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

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From: [REDACTED]  
Sent: Friday, 24 February 2023 11:00 am  
To: [REDACTED] <[REDACTED]@outlook.com>  
Subject: 10 Leona Way - site visit

Hi [REDACTED], I hope this email finds you well.

Thanks again for letting me pop by on Tuesday to meet you onsite and walk through the issues you're still experiencing regarding the suspected leak emanating from above your property (Helston Road) and seeping through and down your backyard embankment.

As discussed I have sent the video footage and pictures from my visit to the leaks investigations team to schedule in a visit to investigate further. We're hoping that this will take place in the next couple of weeks, I've let the team know you have a dog on the property and to contact you ahead of the planned visit.

In the meantime ive also spoken to our LGOIMA team around your information request and they are working on this for you now. As suspected, your initial communication for information looks to have been treated as a general enquiry rather than a formal LGOIMA request for full information and documentation held around your original property tickets. I hope to have a further update on the LGOIMA request for you in the coming week.

Have a great weekend [REDACTED], let me know if you need anything else in the meantime.

regards

Customer Information and Resolutions Lead  
Customer Operations Group



Mob [REDACTED]

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# Limit residential outdoor water use. Handheld hoses only.

Sprinkler and irrigation systems not permitted.



Water Restriction Level

