

Friday 12 May 2023

**OIA IRO-399**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request regarding work undertaken at 1 Westchester Drive, Glenside.**

Thank you for your official information request dated Saturday 15 April 2023. You asked us to obtain any formal documentation/photographs/work reports/emails of the contract work so that you can have a record of what was required to be done, to what standard and the signoffs.

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.

Please see attached in our email to you, two emails and the photographs taken during the installation of the reflux valve.

Some of the information contained within the email has been redacted in accordance with [Section 7\(2\)\(a\)](#) of the Act as it is personal information about private individuals.

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

Ngā mihi,

[REDACTED]

**Team Lead, Communications and Engagement**

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

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

**Our water, our future.**

## Appendix

The decision to install a reflux valve was made by the Customer Operations Group (COG) to try and address the odour issues.

On 3 April 2023, our sub-contractor conducted a CCTV investigation to locate the wastewater pipe and mark out the location for the reflux valve. They attended the next day to install the reflux valve on your wastewater lateral, close to the end of the boundary line.

The reflux valve would be in the closed position when the pipe is not in use. Although a reflux valve is not a “gas sealed” system it will stop most of anything trying to get back up.

Our contractor noted that you do not have a Gully Trap and therefore did not have a water stop, as known as, a ‘U’ bend which acts as a barrier to stop odour. We recommend engaging a plumber to investigate this.

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, March 29, 2023 1:04 PM  
**To:** [REDACTED]@silverliningltd.co.nz  
**Subject:** 1 Westchester Drive Non Return  
**Attachments:** 1 Westchester Drive NONR Location.png

Hi [REDACTED]

Figured its easier to email for this lol

Could you please install a non-return valve at 1 Westchester Drive in Glenside. This is a historic complaint of 'sewer' smell, that I traced to most likely coming from her own lateral.

To eliminate any further action with WWL we will install a non-return, to stop any gases or smells coming back up. If you can install the valve as far from her house (but still inside property) as possible. Customer to happy for this to go ahead.

Ngā mihi

[REDACTED] Technical Advisor Water & Drainage



Reception 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045

25 Victora street, Level 4, Petone, Lower Hutt

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

**From:** [REDACTED]@wellingtonwater.co.nz>  
**Sent on:** Tuesday, March 28, 2023 11:59:17 PM  
**To:** [REDACTED]@silverliningltd.co.nz  
**Subject:** 1 Westchester Drive Non Return

Hi [REDACTED]  
Figured its easier to email for this lol  
Could you please install a non-return valve at 1 Westchester Drive in Glenside  
Ngā mihi

[REDACTED] [Technical Advisor Water & Drainage](#)



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