

Friday 26 May 2023

**OIA IRO-409**

Name: [REDACTED]

Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED]

**Official information request regarding information for the leak at Admiralty Way from 31 January 2023 to date.**

Thank you for your official information request dated Sunday 30 April 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and determined that we are able to grant your request in full.

We can confirm that the leak was repaired as at 21 April 2023. I have highlighted this in the provided job sheets – which are attached in our email to you. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some information has been redacted as it is personal information about private individuals.

I note that your request was made following the repair date. If this site is still leaking, or it is another site, please confirm and we will send a crew out to assess.

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

Ngā mihi,

[REDACTED]

**Team Lead, Communications and Engagement**

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Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
11 Chequers Way, Crofton Downs, Wellington, 6035	WCCSR-228615-2	No Asset Selected	11 Chequers Way, Crofton Downs	<p>&lt;div&gt;As per leak detection on - WCCSR-228615&lt;/div&gt;&lt;div&gt;&lt;span style="font-family: Arial, sans-serif;"&gt;#11 leak marked before the valve to the meter in a previous repair patch.&lt;/span&gt;&lt;/div&gt;&lt;div&gt;&lt;b style="background-color: rgb(255, 255, 0);"&gt;MARK OUTS HAVE BEEN ORDERED 06/10 - 1911865, WAITING ON REPLY TO SEE IF STANDOVER IS REQ'D&lt;/b&gt;&lt;/div&gt;&lt;div&gt;4/10 Plans ordered - 1910611 &lt;/div&gt;&lt;div&gt;05/10/21 sk - WAITING ON PWR PLANS, TRANSPWR IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). &lt;/div&gt;&lt;div&gt;06/10/21 sk - WE plans rec'd, All plans attached, 33KV IN AREA , CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSET &lt;/div&gt;&lt;div&gt;</p> <p>&lt;p class="MsoPlainText"&gt;Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.&lt;/p&gt;&lt;div&gt;If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig. A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website. All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or standover is required. Please contact myself or call 0800 248 148 for further instructions to book a Standover.&lt;/div&gt;&lt;div&gt;&lt;br /&gt;&lt;/div&gt;&lt;/div&gt;&lt;div&gt;1 Chequers way - WCCSR-228615-1&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;23/12 MW - WE (ref.#1955160) and Transpower (ref.#1955164) stand overs booked for 9am WED 29/12 &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;&lt;br /&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Potable	3	JOBCO MP	10/4/2021 2:11:48 PM	4/21/2023 9:21:46 AM	10/4/2021 2:16:51 PM	Plans ordered - 1910611	Plans ordered - 1910611<!-- RICH TEXT -->
										10/5/2021 8:00:41 PM	Waiting on Pwr plans	05/10/21 sk - WAITING ON PWR PLANS, TRANSPWR IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). <!-- RICH TEXT -->
										10/6/2021 9:52:10 AM	Plans attached	<div>06/10/21 sk - WE plans rec'd, All plans attached, 33KV IN AREA , CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSET </div><div><p

												<p>class="MsoPlainText"&gt;Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.&lt;/p&gt;&lt;div&gt;If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig. A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website. All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or standover is required.Please contact myself or call ██████████ for further instructions to book a Standover.&lt;/div&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										10/6/2021 9:52:54 AM	MARK OUTS HAVE BEEN ORDERED 06/10 - 1911865	<p>&lt;b style="background-color: rgb(255, 255, 0);"&gt;MARK OUTS HAVE BEEN ORDERED 06/10 - 1911865, WAITING ON REPLY TO SEE IF STANDOVER IS REQ'D&lt;/b&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										10/29/2021 8:36:37 AM	Status Change to PAUSE	Traffic management required
										12/9/2021 3:18:07 PM	Update	<p>&lt;div&gt;Email from TL ██████████:&lt;/div&gt;&lt;div&gt;&lt;p class="MsoNormal"&gt;109591 11 Chequers Way, Crofton Downs &lt;/p&gt;&lt;p class="MsoNormal"&gt;Please order power stand over for Monday 13/12/21&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&lt;br /&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										12/9/2021 4:08:20 PM	Stand overs booked for 9am MON. 13/12	<p>&lt;div&gt;WE (ref.#1949360) and Transpower (ref.#1949372) stand overs booked for 9am MON 13/12&lt;/div&gt;&lt;div&gt;Emailed TL ██████████ FYI&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										12/10/2021 9:44:59 AM		standover rebooked for wednesday 15/12/21<!-- RICH TEXT -->
										12/10/2021 10:14:32 AM		emailed atms to deliver letters for restricted access for wednesday<!-- RICH TEXT -->
										12/14/2021 4:09:18 PM	██████████ confirmed WE standover for 15/12	<p>██████████ confirmed WE stand over for 15/12 - as per ██████████&lt;!-- RICH TEXT --&gt;</p>
										12/15/2021 11:56:02 AM	Water off	<p>&lt;p class="MsoNormal"&gt;Water will be shut off for 11 Chequers Way, Crofton Downs. Job reference WCCSR-228615-2 for 2 hours from 11:50am – 1:50pm&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;&lt;p class="MsoNormal"&gt;Reason for shutdown:&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p>

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<ul style="margin-top:0cm" type="disc">
<li class="MsoNormal" style="mso-list:l1 level1 lfo1"><span style="mso-fareast-font-family:
    &quot;Times New
    Roman&quot;;color:#203864;background:yellow
    ;mso-highlight:yellow">Service</span><span
    style="mso-fareast-font-family:&quot;Times
    New Roman&quot;;background:yellow;
    mso-highlight:yellow"> Repair (Service
    Connection/Toby/meter)<o:p></o:p></span></li
    >
<li class="MsoNormal" style="mso-list:l1 level1
    lfo1"><span style="mso-fareast-font-family:
    &quot;Times New
    Roman&quot;;">Pipe/Hydrant/Valve
    failure<o:p></o:p></span></li>
</ul>

<p class="MsoNormal"><o:p> </o:p></p>

<p class="MsoNormal">This will affect
properties : <o:p></o:p></p>

<ul style="margin-top:0cm" type="disc">
<li class="MsoListParagraph" style="margin-
left:0cm;mso-list:l0 level1 lfo2"><span
style="mso-fareast-font-family:&quot;Times
New Roman&quot;;">All of Chequers
Way<o:p></o:p></span></li>
</ul>

<p class="MsoNormal" style="margin-
left:18.0pt"><o:p> </o:p></p>

<ul style="margin-top:0cm" type="disc">
<li class="MsoNormal" style="mso-list:l0 level1
lfo2"><span style="mso-fareast-font-family:
    &quot;Times New Roman&quot;;">Affecting
    approximately 20 residential
    properties<o:p></o:p></span></li>
<li class="MsoNormal" style="mso-list:l0 level1
lfo2"><span style="mso-fareast-font-family:
    &quot;Times New Roman&quot;;">Affecting
    approximately 0 commercial
    properties<o:p></o:p></span></li>
</ul><!-- RICH TEXT -->
  
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12/15/2021 1:22:18 PM	Requires planned works	Due to the depth of the main and the location of the leak being both deeper than 1.5m this job will be required to have worksafe notification,
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												shoring, stand over for power and a large hydro vac truck to excavate. This will have to be a planned job because it will affect any sort of access for the last two properties on this street. Please see attachment for more details
										12/15/2021 1:22:19 PM	Status Change to PAUSE	Pass to █████ for planned works
										12/15/2021 3:47:08 PM	█████ phoned to reassign to 2man	█████ phoned to reassign to 2man<!-- RICH TEXT -->
										12/23/2021 3:06:34 PM	Stand overs booked for 9am WED. 29/12	WE (ref.#1955160) and Transpower (ref.#1955164) stand overs booked for 9am WED 29/12 <!-- RICH TEXT -->
										12/23/2021 3:07:55 PM	Stand overs not possible until 10/1	Spoke to █████ at WE who advised they're only providing emergency stand overs until staff return on 10/1. Spoke to and emailed TL █████ FYI.<!-- RICH TEXT -->
										4/28/2022 9:05:16 AM	photo attached from duplicate	photo attached from duplicate<!-- RICH TEXT -->
										4/28/2022 9:16:20 AM	Have emailed █████	Have emailed █████ due to WE wanting to know when this job will be done. █████ had emailed us wanting to know if a duplicate was the same job as this because we had ordered plans for the duplicate WCCSR-321234-1 <!-- RICH TEXT -->
										7/7/2022 9:51:35 AM	reassigned to █████ to rover req █████	reassigned to █████ to rover req █████ RICH TEXT -->
										7/7/2022 9:52:19 AM	Status Change to PAUSE	Spoke to █████ / assign to █████ to rover.
										7/7/2022 11:02:21 AM	Status Change to PAUSE	As mentioned in previous notes this Job will require work safe notification, stand over for power, large hydro Vac Truck and shoring to enter hole as it was 1.7m deep, fittings will be in 63mm PE, 2x 63mm males and 1x 63mm elbow
										7/7/2022 3:47:32 PM	reassign █████ req █████	reassign █████ req █████ <!-- RICH TEXT -->
										1/11/2023 3:26:13 PM	Emailed TL █████	<div>Emailed TL █████ to see if this repair has been completed or not.</div><div> </div><div>Possible duplicates currently related to more recent job WCCSR-478145</div><!-- RICH TEXT -->
										2/17/2023 2:04:03 PM	added photo from dup	added photo from dup<!-- RICH TEXT -->
										4/13/2023 12:41:07 PM	stand over book and emailed and call █████	stand over book and emailed and call █████ <!-- RICH TEXT -->
										4/19/2023 3:32:46 PM	STAND OVER BOOKED UNDER 2195288	STAND OVER BOOKED UNDER 2195288<!-- RICH TEXT -->
										4/21/2023 9:12:37 AM	Leak in road	Hydro vaced road to expose service and main, repaired and reinstated road

												Job completed
	WCCSR-228615-2R	No Asset Selected	Reinstatement: 11 Chequers Way, Crofton Downs	<div>Reinstatement Type Required: <font size="2"><b>Asphalt (Road)</b></font></div><div>Area /Size: <font size="2"><b>1500m2</b></font></div><div>Requirements: <font size="2"><b>Square patch. 1500mm x 1500mm</b></font></div><!-- RICH TEXT -->	Potable	4	RCVD	4/21/2023 9:22:02 AM				
	WCCSR-478145	No Asset Selected	Leaking Pipes 11 Chequers Way, Crofton Downs	<div>Trickle - Water leaking from drain just past no.11 driveway on Chequers Way Address: Chequers Way, Crofton Downs, Wellington 6035, New Zealand Latitude: -41.2601269, Longitude: 174.7602229 Google Link: http://maps.google.co.nz/?q=-41.2601269,174.7602229&amp;z=19  Phone: ██████████ </div><div> </div><div>7/11/22 KT - Plans ordered 2118149</div><div>08/11 MF attached all plans </div><div><b><span style="font-size:11.Opt;font-family:&quot;Calibri&quot;,sans-serif;mso-fareast-font-family:Calibri;mso-fareast-theme-font:minor-latin;color:red;mso-ansi-language:EN-NZ;mso-fareast-language:EN-NZ;mso-bidi-language:AR-SA">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</span></b> </div><!-- RICH TEXT -->	Potable	3	CLOSE. DUP	10/25/2022 11:33:25 PM	2/17/2023 2:05:17 PM	10/25/2022 11:33:46 PM	Note from Council	Address: 11 CHEQUERS WAY, Crofton Downs Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.2600590649133,174.76010073605778">https://www.google.com/maps/search/?api=1&amp;query=-41.2600590649133,174.76010073605778</a>
										11/7/2022 4:21:23 PM	Plans ordered	7/11/22 KT - Plans ordered 2118149<!-- RICH TEXT -->
										11/8/2022 4:05:22 PM	MF attached all plans	<b><span style="font-size: 11pt; font-family: Calibri, sans-serif; color: red;">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</span></b><!-- RICH TEXT -->
										12/5/2022 2:17:40 PM	Note from Council	Leak has advanced to a steady flow. She is worried due to amount of water going on to the bush area as there are no drains on the road. She is worried it may cause a slip in the future. Please contact her with update once we know more
										1/11/2023 2:30:20 PM	photos attached from duplicate	photos attached from duplicate <!-- RICH TEXT -->
										1/11/2023 2:38:10 PM	update	Possible duplicate of WCCSR-228615-2<!-- RICH TEXT -->
										1/11/2023 2:41:01 PM	Update	<span style="color: rgb(128, 128, 128);">Possible duplicate of WCCSR-228615-2 logged Oct 21 - Will email TL ██████████ to see if these

												are the same job or different.</span><!-- RICH TEXT -->
										1/11/2023 3:29:26 PM	Emailed TL [REDACTED]	Emailed TL [REDACTED] to see if this is duplicate of WCCSR-228615-2<!-- RICH TEXT -->
										2/17/2023 12:47:33 PM	Customer called for update	Customer called for update - advised still need confirming from tl whether this is a duplicate, cant contact [REDACTED] till monday, customer undertood, made note to call sam on monday<!-- RICH TEXT -->
										2/17/2023 2:05:00 PM	Duplicate of WCCSR-228615-2 - cancel and relate	Duplicate of WCCSR-228615-2 - cancel and relate<!-- RICH TEXT -->
										2/17/2023 2:07:13 PM	Spoke to SDM [REDACTED]	Spoke to [REDACTED] who confirmed this leak has not been repaired since original job was logged in 2021. Advised [REDACTED] and requested he cancel and relate this to the 2021 job.<!-- RICH TEXT -->
										2/17/2023 2:07:34 PM	Note from Council	Re-assigned by WCC
	WCCSR-548230	No Asset Selected	Fault 11 Chequers Way, Crofton Downs	There is a leak that has been going for over 2 months from a water Toby. This is now creating mud and rotten leaves in front of the driveway and further down to 10 Chequers Way and is becoming a slip hazard with all the debris Address: 11 Chequers Way, Crofton Downs, Wellington 6035, New Zealand Latitude: -41.2600591, Longitude: 174.7601006 Google Link: <a href="http://maps.google.co.nz/?q=-41.2600591,174.7601006&amp;z=19">http://maps.google.co.nz/?q=-41.2600591,174.7601006&amp;z=19</a> [REDACTED] Phone: [REDACTED]	Potable	3	CLOSE. DUP	1/6/2023 8:01:27 PM	1/11/2023 2:02:56 PM	1/6/2023 8:01:43 PM	Note from Council	Kia ora [REDACTED] Thank you for contacting us. I have referred this matter to Wellington Water Ref: SR-548230 Ng? mihi, Reg Customer Service Rep   Customer Contact Centre   P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description There is a leak that has been going for over 2 months from a water Toby. This is now creating mud and rotten leaves in front of the driveway and further down to 10 Chequers Way and is becoming a slip hazard with all the debris Address: 11 Chequers Way, Crofton Downs, Wellington 6035, New Zealand Latitude: -41.2600591, Longitude: 174.7601006 Google Link: <a href="http://maps.google.co.nz/?q=-41.2600591,174.7601006&amp;z=19">http://maps.google.co.nz/?q=-41.2600591,174.7601006&amp;z=19</a> [REDACTED] Phone: [REDACTED] Ticket attachments : 1. photo-001.jpg 2. photo-002.jpg 3. photo-003.jpg Item Name:Water and drainageCategory:External Customer ServicesService:FaultWhich water type is this regarding?:Drinking water or tap waterWhat is the priority?:MediumDescription:There is a leak that has been going for over 2 months from a water Toby. This is now creating mud and rotten leaves in front of the driveway and further down to 10 Chequers Way and is becoming a slip hazard with all the debris Address: 11 Chequers Way, Crofton Downs, Wellington 6035, New Zealand Latitude: -41.2600591, Longitude:

												174.7601006 Google Link: <a href="http://maps.google.co.nz/?q=41.2600591,174.7601006&amp;z=19">http://maps.google.co.nz/?q=41.2600591,174.7601006&amp;z=19</a>
												Phone: [REDACTED] Incident address:.Location:.Skip notifications?:Yes Reg Customer Service Representative   Contact Centre After Hours  Smart Council   Wellington City Council WCC Wellington.govt.nz     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.
										1/11/2023 2:02:35 PM	Duplicate of WCCSR-478145	<div>Job cancelled and related to WCCSR- 478145 under which the repair will be carried out</div><div> </div><!-- RICH TEXT -->
										1/11/2023 2:08:38 PM	Note from Council	Re-assigned by WCC