

Tuesday 21 November 2022

OIA IRO-325

[REDACTED]

[@gmail.com](#)

Kia ora [REDACTED]

Official information request for all information held by Wellington Water, about water leaks at 19 Curtis Street, Karori, Wellington 6012 between the years of 2018 and 2022.

I write regarding your official information request dated Wednesday 2 November 2022 for:

- Any reports produced in relation to any leaks affecting 19 Curtis Street, Karori, Wellington 6012.
- Any emails relating to this leak and attempts to resolve it.
- Any records of attempts to fix the leak at 19 Curtis Street, Karori, Wellington 6012.
- Any information surrounding why the leaks are occurring at 19 Curtis Street, Karori, Wellington 6012.

With regards to your second point on email correspondence, there are a total of 440 emails. Processing these emails for response would require a significant amount of administration and on this basis, we kindly ask that you clarify whether there is anything in particular you are looking for.

We would appreciate if you could provide these clarifications in writing by emailing official.information@wellingtonwater.co.nz. Alternatively, if you would prefer to clarify your request verbally, please call our Governance Coordinator, [REDACTED] [REDACTED] during business hours on [REDACTED], who will be able to assist.

Ngā mihi

[REDACTED]

**Manager, Customer Experience
Wellington Water Ltd**

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 /wellingtonwater  @wgtnwaternz & @wgtnwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Friday 9 December 2022

OIA IRO-325

[REDACTED]
[REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request for all information held by Wellington Water, about water leaks at 19 Curtis Street, Karori, Wellington 6012 between the years of 2018 and 2022.

I write regarding your official information request dated Wednesday 2 November 2022.

Following our scope clarification request on Tuesday 22 November 2022 you contacted our Governance Coordinator, [REDACTED] and discussed Point 2 of your request. You asked that we pull any emails specific to the leak at 19 Curtis Street.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and have decided to grant your request in full.

Please see in our email response to you:

- Job sheets 1, 1.1, 2 & 2.2.
- 'Ticket Resolved- Fixit Request' email

Some information within the correspondence provided has been redacted pursuant to Section 7(2)(a) of the Act as it contains personal information about private individuals.

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

Ngā mihi

[REDACTED]

Team Lead Communication and Engagement

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

 /wellingtonwater  @wgtnwaternz & @wgtnwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

From: [Resolution Team](#)
To: [REDACTED]@gmail.com
Cc: [Resolution Team](#)
Subject: FW: [#SR-427930] Ticket Resolved - Fixit Request
Date: Wednesday, 9 November 2022 12:37:14 pm
Attachments: [~WRD0000.jpg](#)
[image001.png](#)

Kia ora [REDACTED]

Thank you for your email regarding the water leak at 19 Curtis Street, Karori.

We have a job currently open under WCCSR-339351-1 where the repair to the fire hydrant will take place. We have added this to our escalation list.

In response to the leaks in your area, we have organised a rover to assess the leak which will advise us of what work is necessary and the urgency required.

I hope to provide you an update once the rover has completed their assessment this week.

Kind Regards,

[REDACTED] [REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED] [REDACTED] <[REDACTED]@gmail.com>
Sent: Wednesday, 2 November 2022 6:19 pm
To: Wellington City Council Support <customerservice@wellingtoncitycouncil.freshservice.com>
Cc: Customer Support Team <customer@wellingtonwater.co.nz>
Subject: Re: [#SR-427930] Ticket Resolved - Fixit Request

This has NOT been resolved.

Please stop sending me these emails when the issue is not resolved.

I request a phone call from the council and from Wellington water.

The leak needs to be fixed we have waited over half a year. Someone from the council or Wellington Water will also need to come to the property to assess the damages to the property that have occurred due to the water leak over the last year.

The leak is still as strong as it ever was.

Please contact me to discuss further, I have had no communication for months until I get in touch with a contact centre.

I have copied in Wellington Water in case that can reach someone there.

I would also like to begin an official complaints procedure with respect to my multiple unanswered requests over the past six months.

Regards,

[REDACTED]

On Wed, Nov 2, 2022 at 3:48 PM Wellington City Council Support
<customerservice@wellingtoncitycouncil.freshservice.com> wrote:

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 : Drinking water or tap water
type is this
regarding?

How much : Steady flow
water is
leaking?

Description : There are major leaks all over the roads around Curtis Street and Chator Street. You can't miss them. The leaking of water onto our property at 19 Curtis Street is apocalyptic. It is becoming a swamp. I cannot emphasize enough how dire this situation is.

Address: 19 Curtis Street, Karori, Wellington 6012, New Zealand

Latitude: -41.2835087, Longitude: 174.7534268

Google Link: <http://maps.google.co.nz/?q=-41.2835087,174.7534268&z=19>

[REDACTED]

Phone: 0212666303

Incident : .

address

Location : .

Skip : Yes

notifications?

Ngā mihi,

Customer Services, Wellington City Council

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.



[illegible]

28										1/19/2022 12:21:31 PM
29		WCCSR-335538	Leaking Pipes 19 CURTIS STREET, Karori-Northland	Steady flow - Leaking water pipe up pathway opposite 19 Curtis Street. Please attend.	Potable Water	2	CLOSE.CAN	2/24/2022 6:51:21 PM	2/28/2022 12:00:00 AM	2/24/2022 6:51:35 PM
30										2/28/2022 10:34:56 AM
31										2/28/2022 10:40:32 AM
32		WCCSR-339351	LEAK DETECTION; 19 Curtis Street, Karori	Gushing - Related to 303316-1. Customer at 19 Curtis street is reporting that the leak above is damaging their property. Please attend and assess asap. "Hi there, our flooding continues with continued damage to our property. The Wellington Water engineer visited our property and discovered that it was drinking water and that our own drinking water pipe was not leaking. Our neighbour has fixed a leak in their pipe but the flooding continues. I suspect it is coming from the mains on the road or from houses across the road. There is a significant amount of water that continues to bleed into our property. I would appreciate another visit from Wellington Water. Thanks, [REDACTED]"	Potable Water	4	INPRG.RESCHED	3/3/2022 3:01:21 PM		3/3/2022 3:01:34 PM
33										3/3/2022 3:02:32 PM
34										3/3/2022 3:03:34 PM
35										3/3/2022 3:37:18 PM
36										3/3/2022 3:42:46 PM
37										3/4/2022 10:47:10 AM
38										3/4/2022 10:47:11 AM
39										3/16/2022 2:27:09 PM
40										3/30/2022 10:26:58 AM
41										4/6/2022 12:15:37 PM
42										4/8/2022 1:15:34 PM
43										4/8/2022 2:32:52 PM
44										4/8/2022 2:34:39 PM
45										8/11/2022 9:04:38 AM
46		WCCSR-362734	Blockage 19 Curtis Street, Karori	Caller reports wastewater is coming up from the overflow drain and flowing onto their property. Please attend and fix.	Wastewater	3	INPRG.HD.PAUSE	4/12/2022 7:41:23 AM		4/12/2022 7:41:41 AM
47										4/12/2022 7:44:43 AM
48										4/12/2022 7:48:05 AM
49										4/12/2022 7:48:56 AM
50										4/12/2022 10:51:16 AM
51										4/12/2022 10:51:16 AM
52										4/12/2022 10:58:09 AM
53										4/12/2022 10:58:46 AM
54										4/28/2022 7:35:22 AM
55										4/28/2022 7:35:23 AM
56										8/2/2022 7:45:23 AM
57										8/2/2022 7:45:24 AM
58										8/2/2022 12:40:51 PM
59		WCCSR-377020	Leaking Pipes 19 Curtis Street, Karori	Trickle - The water is spraying out of the toby 12/5 LW Plans ordered - 2022527 17/5 - SD - Plans attachedCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).Caution: There is Core Network in the area provided on the plan(s). Strategic services	Potable Water	3	CLOSE	5/7/2022 2:06:21 PM	5/20/2022 12:00:00 AM	5/7/2022 2:06:34 PM

[illegible]

No.	Summary	Detail
1.	Note from Council	Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.28350868011046,174.7534267028639
2.	Note from Council	<p>Kia ora [REDACTED] Thanks for reaching out to us! Generally for urgent issues, it's preferred you give us a call on (04) 499 4444, as emails can have a response time of up to 24 hours, and so may not be seen for quite some time. However, we have passed this through to Wellington Water, and they'll be out for urgent attendance as soon as they can. If there's anything else at all we can help with, please be sure to let us know.</p> <p>Ng? 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</p> <p>!-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 19 Curtis St</p> <p>Suburb: Karori</p> <p>City: Wellington</p> <p>Phone:</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: 19 Curtis St</p> <p>Description:</p>

		<p>We have a water pipe that failed in our bathroom and we cannot turn the mains off because the water tiny at the road has failed. Can we get assistance as soon as possible?</p> <p>Other comments:</p> <p>Item Name</p> <p>:</p> <p>Water and drainage</p> <p>Category</p> <p>:</p> <p>External Customer Services</p> <p>Service</p> <p>:</p> <p>Report a leak</p> <p>Which water type is this regarding?</p> <p>:</p> <p>Drinking water or tap water</p> <p>How much water is leaking?</p> <p>:</p> <p>Gushing</p> <p>Description</p> <p>:</p> <p>We have a water pipe that failed in our bathroom and we cannot turn the mains off because the water toby at the road has failed.</p> <p>Incident address</p> <p>:</p> <p>NA</p> <p>Location</p> <p>:</p> <p>NA</p>
2.	AFTER HOURS CALLOUT assigned to [REDACTED]	AFTTR HOURS CALLOUT assignd to [REDACTED]

4	Note from Council	Closed by WCC
5	Note from Council	<p>Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.28350868011046,174.7534267028639</p>
6.	Note from Council	<p>Kia ora [REDACTED] Thanks for getting in touch! I've forwarded this along in a ticket to Wellington Water, and they'll investigate this situation further. The reference for this job is #SR-303316. Ng? mihi, [REDACTED] Service Improvement Team Customer Contact Centre P 04 499 4444 F 04 801 3138 W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 19 Curtis Street</p> <p>Suburb: Karori</p> <p>City: Wellington</p> <p>Phone:</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Drainage, sewerage or wastewater</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: 15-19 Curtis Street</p> <p>Description: Kia ora, I am getting in touch about some pretty major drainage/flooding issues we have been having on the road side of our Curtis Street</p>

6.		<p>property. Our neighbours are having the same issues. There is a significant amount of constant water that flows onto our property and it has turned our lawn into a bog. We believe this is due to a busted water pipe. The flow is constant even when there has not been any rain for weeks. We have tested whether it is from our own drinking water by turning off our own toby but the problem has remained.</p> <p>This problem has been ongoing for over a year. However, more recently it has become worse and is never drying out. If you check the Curtis Street records for the past few years. There were some repairs a while ago that seemed to fix the problem and it all dried up (the fixes were related to water coming out directly onto the road - my partner [REDACTED] has more detail on this). So we are at the end of our tether here. We are reluctant to spend money to install a complex drainage system when this is caused by a leak from the main water system up on the road. It has significantly affected what we are able to do with our property and how we can enjoy it.</p> <p>Thanks for you time.</p> <p>Cheers, [REDACTED]</p> <p>Other comments:</p> <p>Item Name :</p> <p>Water and drainage</p> <p>Category :</p> <p>External Customer Services</p> <p>Service :</p> <p>Report a leak</p> <p>Which water type is this regarding? :</p> <p>Drinking water or tap water</p> <p>How much water is leaking? :</p> <p>Steady flow</p> <p>Description :</p> <p>Kia ora, I am getting in touch about some pretty major drainage/flooding issues we have been having on the road side of our Curtis Street property. Our neighbours are having the same issues. There is a significant amount of constant water that flows onto our property and it has turned our lawn into a bog. We believe this is due to a busted water pipe. The flow is constant even when there has not been any rain for weeks. We have tested whether it is from our own drinking water by turning off our own toby but the problem has remained. This problem has been ongoing for over a year. However, more recently it has become worse and is never drying out. If you check the Curtis Street records for the past few years. There were some repairs a while ago that seemed to fix the problem and it all dried up (the fixes were related to water coming out directly onto the road - my partner [REDACTED] has more detail on this). So we are at the end of our tether here. We are reluctant to spend money to install a complex drainage system when this is caused by a leak from the main water system up on the road. It has significantly affected what we are able to do with our property</p>
7.	Contacted	This is a longstanding issue. Other house affected is 15 Curtis St.P3 no impact to service.
8.	Rover to investigate	

9	Note from Council	<p>Hi [REDACTED]</p> <p>Nothing yet from Wellington Water.</p> <p>Cheers, [REDACTED]</p>
10	Note from Council	<p>Hi there,</p> <p>We still have not heard anything. The issues are getting worse and things are getting damaged. Our neighbours lawn really is a mess.</p> <p>Given the supply concerns Wellington currently has I would have thought this would have been a priority and I must say that it is disappointing not to have any response.</p> <p>I appreciate that Wellington City Council is not Wellington Water. Could you please give them a call and have them contact me?</p> <p>Thanks, [REDACTED]</p>
11	Status Change to PAUSE	<p>Site inspection done water is pooling on property's #19,15/ Property owner #19 talked to me about the leak he is concerned about damage to his property/ I have done leak detection and located a possible private leak at #15 Curtis street (photo attached)/ There is a private leak at #28 Curtis street that could be leaking into these properties also/ Toby Top #15 is worn and needs replacing then check private leak #15.Also had two people from public inquiries about leak while onsite.</p>
12	Status Change to PAUSE	<p>1man replace Toby Top #15 + Check private leak #15/plans Required/ Esculating job as Damaging property's.</p>
13	Status Change to PAUSE	<p>Added photo #15 Toby to be repaired.</p>
14	[REDACTED]	<p>150mm water isolated off 4 Valves as per attached photo/ missing valve Curtis st wider shut done to whitehead rd/Hub Contacted for water off [REDACTED] New 3229 fitted/ leak detection done still a private leak @#15/</p>
15	Status Change to PAUSE	<p>Assign to private leaks</p>
16	Private leak	
17	Leak is on 15 Curtis Street. Letter has been sent.	
18	Private leak repaired	<p>Pivate leak has been epaled by the owne</p>
19	Note from Council	<p>Kia ora,</p> <p>Unfortunately, the leak continues and has indeed gotten worse since Wellington Water's visit to the property. Our neighbour fixed a non-contributing leak further down their pipe. The leak has subsequently grown greater and is at a significant constant flow. Wellington Water confirmed that it was drinking water and not from our own drinking water pipe.</p> <p>I request another visit from Wellington Water with urgency. This situation becomes worse with every passing day and is, of course, an enormous waste of water.</p> <p>Thanks for your help. Happy to take a phone call for a chat.</p> <p>[REDACTED]</p> <p>On Thu, Feb 24, 2022 at 8:25 AM Wellington City Council Support wrote:</p> <p>> Kia ora [REDACTED] > > > Our staff have indicated that this ticket has been resolved. > > Take the survey > <http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOiJ1MDAyMzk3NzQ3LCJvcHRpb25fY291bnQlOiR9.DLhsT9-sE2C7in1yZuiGpgj4jnUavkSLSkVMTelP8c4/fill_survey> ></p>

19		<p>></p> <p>> If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.</p> <p>></p> <p>> If there is no response from you, we will assume that everything is okay and the ticket will automatically close in 48 hours.</p> <p>></p> <p>> Initial customer request</p> <p>></p> <p>> Item Name : Water and drainage</p> <p>> Category : External Customer Services</p> <p>> Service : Report a leak</p> <p>> Which water type is this regarding? : Drinking water or tap water</p> <p>> How much water is leaking? : Steady flow</p> <p>> Description : Kia ora, I am getting in touch about some pretty major drainage/flooding issues we have been having on the road side of our Curtis Street property. Our neighbours are having the same issues. There is a significant amount of constant water that flows onto our property and it has turned our lawn into a bog. We believe this is due to a busted water pipe. The flow is constant even when there has not been any rain for weeks. We have tested whether it is from our own drinking water by turning off our own toby but the problem has remained.</p> <p>> This problem has been ongoing for over a year. However, more recently it has become worse and is never drying out. If you check the Curtis Street records for the past few years. There were some repairs a while ago that seemed to fix the problem and it all dried up (the fixes were related to water coming out directly onto the road - my partner [REDACTED] has more detail on this). So we are at the end of our tether here. We are reluctant to spend money to install a complex drainage system when this is caused by a leak from the main water system up on the road. It has significantly affected what we are able to do with our property and how we can enjoy it.</p> <p>> Thanks for you time.</p> <p>> Cheers,</p> <p>> [REDACTED]</p> <p>> Incident address : NA</p> <p>> Location : NA</p> <p>> Skip notifications? : Yes</p> <p>></p> <p>></p> <p>> Ng? mihi,</p> <p>></p> <p>> Customer Services, Wellington City Council</p> <p>></p> <p>> The information contained in this email is privileged and confidential and intended for the addressee only.</p> <p>></p> <p>> If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents.</p> <p>> If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.</p> <p>></p> <p>></p> <p>> [#SR-303316]:274477:fs</p> <p>></p>
20	Note from Council	<p>When today? Because it has got way worse.</p> <p>It's truly awful. And becoming very expensive. It's an awful lot of water and now all of our soil is eroding into the stream on our property.</p> <p>So, in summary, 100% not resolved.</p> <p>On Fri, Apr 1, 2022, 1:38 PM Wellington City Council Support wrote:</p> <p>> Kia ora [REDACTED]</p> <p>></p> <p>></p> <p>> Our staff have indicated that this ticket has been resolved.</p>

20		<p>></p> <p>> Take the survey</p> <p>></p> <p><http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOjc1MDAyNTc1NjI2LCJvcHRpb25Y291bnQiOiJ9.768ST1twlsdzmfkyxaO9N9-7DusuG1zHKbLPXYMZpk/fill_survey></p> <p>></p> <p>></p> <p>> If you believe that the ticket has not been resolved, please reply to this</p> <p>> email to automatically reopen the ticket.</p> <p>></p> <p>> If there is no response from you, we will assume that everything is okay</p> <p>> and the ticket will automatically close in 48 hours.</p> <p>></p> <p>> Initial customer request</p> <p>></p> <p>> Item Name : Water and drainage</p> <p>> Category : External Customer Services</p> <p>> Service : Report a leak</p> <p>> Which water type is this regarding? : Drinking water or tap water</p> <p>> How much water is leaking? : Steady flow</p> <p>> Description : Kia ora, I am getting in touch about some pretty major</p> <p>> drainage/flooding issues we have been having on the road side of our Curtis</p> <p>> Street property. Our neighbours are having the same issues. There is a</p> <p>> significant amount of constant water that flows onto our property and it</p> <p>> has turned our lawn into a bog. We believe this is due to a busted water</p> <p>> pipe. The flow is constant even when there has not been any rain for weeks.</p> <p>> We have tested whether it is from our own drinking water by turning off our</p> <p>> own toby but the problem has remained.</p> <p>> This problem has been ongoing for over a year. However, more recently it</p> <p>> has become worse and is never drying out. If you check the Curtis Street</p> <p>> records for the past few years. There were some repairs a while ago that</p> <p>> seemed to fix the problem and it all dried up (the fixes were related to</p> <p>> water coming out directly onto the road - my partner [REDACTED] has more</p> <p>> detail on this). So we are at the end of our tether here. We are reluctant</p> <p>> to spend money to install a complex drainage system when this is caused by</p> <p>> a leak from the main water system up on the road. It has significantly</p> <p>> affected what we are able to do with our property and how we can enjoy it.</p> <p>> Thanks for you time.</p> <p>> Cheers,</p> <p>> [REDACTED]</p> <p>> Incident address : NA</p> <p>> Location : NA</p> <p>> Skip notifications? : Yes</p> <p>></p> <p>></p> <p>> Ng? mihi,</p> <p>></p> <p>> Customer Services, Wellington City Council</p> <p>></p> <p>> The information contained in this email is privileged and confidential and</p> <p>> intended for the addressee only.</p> <p>></p> <p>> If you are not the intended recipient, you are asked to respect that</p> <p>> confidentiality and not disclose, copy or make use of its contents.</p> <p>> If received in error you are asked to destroy this email and contact the</p> <p>> sender immediately. Your assistance is appreciated.</p> <p>></p> <p>></p> <p>> [#SR-303316]:274477:fs</p> <p>></p>
21	Note from Council	<p>Hi there,</p> <p>We came back last night and indeed the leaking has stopped for which we are very grateful. :)</p> <p>As this is an issue that seems to recur, would you be able to contact Wellington Water to give us a rundown of what was going on? i.e. where the</p>

21		<p>leak was coming from and what the fix was. We will then be able to provide this information back to them when it next happens.</p> <p>Thanks, [REDACTED]</p> <p>On Fri, Apr 1, 2022 at 2:10 PM [REDACTED] wrote:</p> <p>> When today? Because it has got way worse. > > It's truly awful. And becoming very expensive. It's an awful lot of water > and now all of our soil is eroding into the stream on our property. > > So, in summary, 100% not resolved. > > On Fri, Apr 1, 2022, 1:38 PM Wellington City Council Support < > customerservice@wellingtoncitycouncil.freshservice.com> wrote: > >> Kia ora [REDACTED] >> >> >> Our staff have indicated that this ticket has been resolved. >> >> Take the survey >> <http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOjc1MDAyNTc1NjI2LCJvcHRpb25fY291bnQiOiR9.768ST1twlsdzmfkyxaO9N9-7DusuG1zHKbLPXYMZpk/fill_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 : Kia ora, I am getting in touch about some pretty major >> drainage/flooding issues we have been having on the road side of our Curtis >> Street property. Our neighbours are having the same issues. There is a >> significant amount of constant water that flows onto our property and it >> has turned our lawn into a bog. We believe this is due to a busted water >> pipe. The flow is constant even when there has not been any rain for weeks. >> We have tested whether it is from our own drinking water by turning off our >> own toby but the problem has remained. >> This problem has been ongoing for over a year. However, more recently it >> has become worse and is never drying out. If you check the Curtis Street >> records for the past few years. There were some repairs a while ago that >> seemed to fix the problem and it all dried up (the fixes were related to >> water coming out directly onto the road - my partner [REDACTED] has more >> detail on this). So we are at the end of our tether here. We are reluctant >> to spend money to install a complex drainage system when this is caused by >> a leak from the main water system up on the road. It has significantly >> affected what we are able to do with our property and how we can enjoy it. >> Thanks for you time. >> Cheers, >> [REDACTED] >> Incident address : NA >> Location : NA >> Skip notifications? : Yes >></p>
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21		<p>>> >> Ng? mihi, >> >> Customer Services, Wellington City Council >> >> 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. >> >> >> [#SR-303316]:274477:fs >> ></p>
22	Note from Council	<p>Hi there,</p> <p>I note that my emails have been ignored since April. The leak has subsequently started again. Wellington Water likely know the cause of the leak but we have not been told anything. Would they please come and fix what they did last time? I assume it was a leak in the mains water pipe on Curtis Street.</p> <p>Thanks, [REDACTED]</p> <p>On Tue, May 24, 2022 at 5:55 PM [REDACTED] wrote:</p> <p>> Hi there, am following up on this looking for an update. > > Cheers, > [REDACTED] > > On Mon, Apr 11, 2022, 1:50 PM [REDACTED] < > [REDACTED]@gmail.com> wrote: > >> Hi there, >> >> We came back last night and indeed the leaking has stopped for which we >> are very grateful. :) >> >> As this is an issue that seems to recur, would you be able to contact >> Wellington Water to give us a rundown of what was going on? i.e. where the >> leak was coming from and what the fix was. We will then be able to provide >> this information back to them when it next happens. >> >> Thanks, >> [REDACTED] >> >> On Fri, Apr 1, 2022 at 2:10 PM [REDACTED] < >> [REDACTED]@gmail.com> wrote: >> >>> When today? Because it has got way worse. >>> >>> It's truly awful. And becoming very expensive. It's an awful lot of >>> water and now all of our soil is eroding into the stream on our property. >>> >>> So, in summary, 100% not resolved. >>> >>> On Fri, Apr 1, 2022, 1:38 PM Wellington City Council Support < >>> customerservice@wellingtoncitycouncil.freshservice.com> wrote: >>> >>>> Kia ora [REDACTED] >>>> >>>></p>

22		<p>>>>> Our staff have indicated that this ticket has been resolved. >>>> >>>> Take the survey >>>> <http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOiJMDA5NTc1NjI2LCJvcHRpb25fY291bnQjOiR9.768ST1twlsdzmfkyxaO9N9-7DusuG1zHKbLPXYMZpk/fill_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 : Kia ora, I am getting in touch about some pretty major >>>> drainage/flooding issues we have been having on the road side of our Curtis >>>> Street property. Our neighbours are having the same issues. There is a >>>> significant amount of constant water that flows onto our property and it >>>> has turned our lawn into a bog. We believe this is due to a busted water >>>> pipe. The flow is constant even when there has not been any rain for weeks. >>>> We have tested whether it is from our own drinking water by turning off our >>>> own toby but the problem has remained. >>>> This problem has been ongoing for over a year. However, more recently >>>> it has become worse and is never drying out. If you check the Curtis Street >>>> records for the past few years. There were some repairs a while ago that >>>> seemed to fix the problem and it all dried up (the fixes were related to >>>> water coming out directly onto the road - my partner [REDACTED] has more >>>> detail on this). So we are at the end of our tether here. We are reluctant >>>> to spend money to install a complex drainage system when this is caused by >>>> a leak from the main water system up on the road. It has significantly >>>> affected what we are able to do with our property and how we can enjoy it. >>>> Thanks for you time. >>>> Cheers, >>>> [REDACTED] >>>> Incident address : NA >>>> Location : NA >>>> Skip notifications? : Yes >>>> >>>> >>>> Ng? mihi, >>>> >>>> Customer Services, Wellington City Council >>>> >>>> The information conta</p>
23	Note from Council	<p>Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.28350868011046,174.7534267028639</p>
24	Note from Council	<p>Kia ora - it's not on the road - it's from the hillside somewhere just above the track/footpath - buried in a lot of vegetation.</p> <p>Thanks</p> <p>On Mon, 17 Jan 2022 at 5:54 PM, Wellington City Council Support wrote:</p> <p>> Kia ora [REDACTED] > Thank you for contact us. Would you know if the water is leaking from the > road or is it coming from out of the sump that is located there? > > !-- Initial customer request --!</p>

24		<p>> Description > The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website: > *Name: * [REDACTED] > *Address: * 126 Creswick Terrace > <https://www.google.com/maps/search/126+Creswick+Terrace?entry=gmail&source=g> > *Suburb: * Northland > *City: * Wellington > *Phone: * > *Mobile: * [REDACTED] > *Email: * [REDACTED]@gmail.com > *What can we help you with? * Water > If other, give details: > *Have you contacted the Council about this previously? * No > Service request number: > *Location: * On the footpath up to Creswick Terrace opposite 19 Curtis St > *Description: * > It looks like a water pipe is burst/leaking - there is a lot of water coming down the bank/path and running down the Curtis street road gutter > *Other comments: * > > > > > Ng? 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 > ></p>
25	Note from Council	<p>Kia ora [REDACTED] Thank you for contact us. Would you know if the water is leaking from the road or is it coming from out of the sump that is located there? !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 126 Creswick Terrace</p> <p>Suburb: Northland</p> <p>City: Wellington</p> <p>Phone:</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Water</p>

25		<p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: On the footpath up to Creswick Terrace opposite 19 Curtis St</p> <p>Description: It looks like a water pipe is burst/leaking - there is a lot of water coming down the bank/path and running down the Curtis street road gutter</p> <p>Other comments:</p> <p>Ng? 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</p>
26	Note from Council	<p>Kia ora [REDACTED] Thank you for your email. We have raised a service request with the Water and Drainage Team as they are best suited to respond. Ng? 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 The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 126 Creswick Terrace</p> <p>Suburb: Northland</p> <p>City: Wellington</p> <p>Phone:</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Water</p>

26		<p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: On the footpath up to Creswick Terrace opposite 19 Curtis St</p> <p>Description: It looks like a water pipe is burst/leaking - there is a lot of water coming down the bank/path and running down the Curtis street road gutter</p> <p>Other comments:</p>
27	duplicate of WCCSR-303316 cancelling	duplicate of WCCSR-303316 cancellin
28	Note from Council	Re-assigned by WCC
29	Note from Council	<p>Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.28350868011046,174.7534267028639</p>
30	Cancelled - DUPLICATE	Cancelled - DUPLCIATE of WCCSR-30336-
31	Note from Council	Re-assigned by WCC
32	Note from Council	<p>Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.28350868011046,174.7534267028639</p>
33	Note from Council	<p>Kia ora [REDACTED] Thanks for getting in touch. I have contacted Wellington Water who have advised a job is open on their end to attend and re-assess the leak however, due to the ongoing risk of damage to your property, I have logged an urgent job for them to attend asap. Please keep your phone on you, as a crew will be in touch shortly to arrange a site visit. !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 19 Curtis Street</p> <p>Suburb: Karori</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile:</p>

33	<p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? Yes</p> <p>Service request number: 303316</p> <p>Location: 19 Curtis Street</p> <p>Description:</p> <p>Hi there, our flooding continues with continued damage to our property. The Wellington Water engineer visited our property and discovered that it was drinking water and that our own drinking water pipe was not leaking. Our neighbour has fixed a leak in their pipe but the flooding continues. I suspect it is coming from the mains on the road or from houses across the road. There is a significant amount of water that continues to bleed into our property. I would appreciate another visit from Wellington Water.</p> <p>Thanks, [REDACTED]</p> <p>Other comments:</p> <p>Item Name :</p> <p>Water and drainage</p> <p>Category :</p> <p>External Customer Services</p> <p>Service :</p> <p>Report a leak</p> <p>Which water type is this regarding? :</p> <p>Drinking water or tap water</p> <p>How much water is leaking?</p>
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33		<p>Gushing</p> <p>Description :</p> <p>Related to 303316-1. Customer at 19 Curtis street is reporting that the leak above is damaging their property. Please attend and assess asap. "Hi there, our flooding continues with continued damage to our property. The Wellington Water engineer visited our property and discovered that it was drinking water and that our own drinking water pipe was not leaking. Our neighbour has fixed a leak in their pipe but the flooding continues. I suspect it is coming from the mains on the road or from houses across the road. There is a significant amount of water that continues to bleed into our property. I would appreciate another visit from Wellington Water. Thanks, [REDACTED]"</p> <p>Incident address:</p> <p>Location :</p> <p>Ng? mihi, [REDACTED] Customer Service Representative Contact Centre Wellington City Council P 04 499 4444</p>
34	Note from Council	Call-through not required, WW team are keeping an eye out for this job.
35	Attempted to assign	Attempting to assign this job, contacted multiple Wellington Crew members, no answer aside from [REDACTED] who declined. Called TL [REDACTED] there was no answer. Called SDM [REDACTED] who was in office and came to the Hub.
36	Contacted customer and downgraded	Contacted the customer and advised the crew will follow up tomorrow Downgraded to a P2 as per SDM Alistair
37	Results inconclusive, Return once leak opposite this address have been fixed	<p>Upon arriving at this address, I walked down the pathway and spoke to the resident. The resident informed me that at the valley of his property, where a river runs through the middle, there is a plateau of flat ground where there is a constant saturation and flow of water.</p> <p>He told me that to stop this issue, he installed his own drainage system to divert the water into the river (see attachments for context) He has, since the neighbour got their private service leak repaired, exposed most of his service to attempt to see if there is an issue with his pipe but he did not discover any damage or indication of his service being the cause for the water leaking onto his grass.</p> <p>The resident also told me that the pleas across the road may be the cause and is concerned that this might be the cause.</p> <p>I have conducted chlorine tests on the two locations that he indicated to me and both have come back negative for chlorine (See attachments for proof) I have also listened to both #19 and #15 tobies and listened along the exposed pipe the resident has exposed and I have heard nothing to indicate a leak.</p> <p>After conducting my tests, I spoke with the resident and I have shown him the results of the chlorine tests. I confirmed with him that the results of my investigation have pointed to the fact that the water is likely just ground water, however, we would need to clear up all of the water leaks in the area on the road above to confirm this 100%</p> <p>I also informed him that it might be possible that the private leak opposite his address could be the cause also as it would be possible for the water to loose all its chlorine in the dirt, hence why it is showing up negative.</p> <p>The resident was happy to wait for this to happen</p>
38	Status Change to PAUSE	Refer to notes below
39	downgraded to p4 as per [REDACTED]	downgraded to p4 as per [REDACTED]
40		doe tests o access path that leads to 28/ 30 ad 32 test results positive pass to leak leak detectio
41	ADR requested	Leak etection requeste
42	Leak Detection Notes 8/04/2022	<p>[REDACTED]:We have surveyed the area.</p> <p>We found 2 leaks on the hydrant in the edge of the road on the corner of Chaytor and Curtis Streets. Hydrant passing as well as looks like there is Leak on the south side flange. See picture.</p>

42		Cheers
43	Job for leaking hydrant raised on WCCSR-339351-1	Job for leaking hydrant raised on WCCSR-339351-1
44	Job for leak on south side flange WCCSR-343823	Leak on south side flange being taken care of on WCCSR-482
45	Note from Council	Caller rang to follow up on this overall issue, noting that the leak was causing property damage as it was undermining the pilings on a deck they'd recently built. Rang WW and was advised that at present it was with leak detection who were investigating multiple leaks in this area, but they would ring their TL and get them to chase it up and follow up.
46	Note from Council	Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.283471056391704,174.75318709220588
47	Note from Council	Called through
48	Contacted thje customer	Contacted the customer and acknowledged the job.
49	Assigned	Assigned to [REDACTED]
50	Blockage cleared	Arrived onsite, Found full gully trap at 19 Curtis st full and found signs of overflow, Opened the lamp hole on property and found no flow, Went over to 23s property and opened up the manhole in the area and found no flow and could see the roots just in the channel, We rodded 3 meters upstream to clear out the roots but have also pulled back bits and pieces of earthen ware and rocks, Blockage is cleared but could feel the rods going through the pipe and felt like the soil in the ground, Will need CCTV to camera the line just under a meter upstream from the manhole at 23.
51	Status Change to PAUSE	More investigation
52	Changed to P3	Blockage cleared, need to be paed to CCTV to check for damage to line
53	Assigned to [REDACTED]	Assigned to [REDACTED] sent email requesting CCTV
54	CCTV Inspection and locating assets	CCTV Inspection on wastewater asset in kindergarten car park upstream. Blockage is evident and needs to be cleared for further investigation. Possible access to CCTV downstream.
55	Status Change to PAUSE	More work to be done
56	CCTV Inspection	Returned to site for further investigation on wastewater main downstream from manhole on Chaytor apartments.
57	Status Change to PAUSE	More work to be done
58	CCTV Note	2/08/22 CCTV drain section WW027613 to WW027617TV:3188:13Roots in MH WW027614 and benching in MHWW027617 needs repairing
59	Note from Council	Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.28350868011046,174.7534267028639
60	Plans ordered	12/5 LW Plans ordered – 202252
61	Plans attached	Plans attachedCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s). Strategic services in area of enquiryThere are strategic cables or pipes in the area covered by the attached plans so stand over by an approved Powerco Works Protection Observer may be required. Before commencing work you must confirm if a standover is required using the standover contact details provided below. CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSETSWellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work.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.
62	Note from Council	Closed by WCC
63	Note from Council	Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.28350868011046,174.7534267028639
64	Cancelled duplicate	Cancelled duplicate of WCCSR-377020
65	Note from Council	Re-assigned by WCC
66	Note from Council	Address: 19 CURTIS STREET, Karori-Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.28350868011046,174.7534267028639
67	Duplicate relating to WCCSR-339351	Duplicate relating to WCCSR-33935
68	Note from Council	Re-assigned by WCC

No.	Address	Council Ref ID	Water Type	Request ID	Request type	Comm Description	Date Created	Status	Resolution Date	Priority	Allocation	Responsible User
	19 curtis stnorthlandwgtn	WCC	Stormwater	WCC2642440	0	SW-Enquiry to Engineer	13 Jan 2018	Completed	19 Jan 2018	P4	CityCare	City Care - Storm Water
				WCC2642441	0	SW-Enquiry to Engineer	13 Jan 2018	Completed	18 Jan 2018	P4	WWL	
	19 curtis street, karori, wellington, 6012	WCC	Wastewater	WCCSR-362734	Public pipe blockages	Blockage - Significant	12 Apr 2022	30 in progress		P3	007-WGTN-WW-RETC	
			Water	WCCSR-303316		Instructed Works	07 Jan 2022	90 closed (close)	10 Feb 2022	P4	007-WGTN-PW-RETC	
				WCCSR-309515	System faults	Leaking Pipes	18 Jan 2022	90 closed (close)	19 Jan 2022	P2	007-WGTN-PW-RETC	
				WCCSR-335538	System faults	Leaking Pipes	24 Feb 2022	90 closed (close)	28 Feb 2022	P2	007-WGTN-PW-RETC	
				WCCSR-339351	System faults	Leaking Pipes	03 Mar 2022	31 on site work complete - may require reinstatement (jobcomp)	26 Oct 2022	P4	007-WGTN-PW-RETC-CONN-PIPE	
				WCCSR-377020	System faults	Leaking Pipes	07 May 2022	90 closed (close)	20 May 2022	P3	007-WGTN-PW-RETC-CONN-VALV	
				WCCSR-384120	System faults	Leaking Pipes	19 May 2022	90 closed (close)	23 May 2022	P3	007-WGTN-PW-RETC	
				WCCSR-427930	System faults	Leaking Pipes	31 Jul 2022	90 closed (close)	02 Aug 2022	P2	007-WGTN-PW-RETC	
				WCCSR-446454	System faults	Leaking Pipes	30 Aug 2022	90 closed (close)	01 Sep 2022	P2	007-WGTN-PW-RETC	
				WCCSR-446458	System faults	Leaking Pipes	30 Aug 2022	90 closed (close)	01 Sep 2022	P2	007-WGTN-PW-RETC	
				WCCSR-477323	System faults	Leaking Pipes	26 Oct 2022	00 received (rcvd)		P2	007-WGTN-PW-RETC	
				WCCSR-477325		General Fault	24 Oct 2022	00 received (rcvd)		P3	007-WGTN-PW-RETC	
				WCCSR-479752	System faults	Leaking Pipes	28 Oct 2022	49 cancel: raised in error/cancelled (cancel.cancel)	29 Oct 2022	P2	007-WGTN-PW-RETC	

No.	Details	Data Source	ID asset	Asset ID	Asset Description
	Hello, I bought a house 6 months ago at 19 Curtis St, and it had a small spring coming out towards the bottom of the sloping garden. There is an existing trench to guide the water down to the nearby stream. Then a few months ago more springs started appearing at the same level in the garden. I have been digging up trenches so the water can flow to the stream. This morning the springs were no longer running. On the corner of Curtis and Chaytor there was an overflowing drain coming up from under the road that got fixed yesterday too. It seems logical that the springs in my garden were actually drain leakages. So my questions are: 1. Was the leak on Curtis St supply or sewerage water? 2. Is it unlikely that the springs will reappear? Thanks for your help, I really appreciate your time!	Councils			
	Hello, I bought a house 6 months ago at 19 Curtis St, and it had a small spring coming out towards the bottom of the sloping garden. There is an existing trench to guide the water down to the nearby stream. Then a few months ago more springs started appearing at the same level in the garden. I have been digging up trenches so the water can flow to the stream. This morning the springs were no longer running. On the corner of Curtis and Chaytor there was an overflowing drain coming up from under the road that got fixed yesterday too. It seems logical that the springs in my garden were actually drain leakages. So my questions are: 1. Was the leak on Curtis St supply or sewerage water? 2. Is it unlikely that the springs will reappear. Thanks for your help, I really appreciate your time	Councils			
	Blockage 19 Curtis Street, Karori	Maximo	611399	WCC_WWP027648	Wcc_wwp027648 pipe gravity 150mm ew
	PRIVATE LEAK; 19 Curtis Street, Karori	Maximo			
	Leaking Pipes 19 CURTIS STREET, Karori-Northland	Maximo			
	Leaking Pipes 19 CURTIS STREET, Karori-Northland	Maximo			
	LEAK DETECTION; 19 Curtis Street, Karori	Maximo	574505	WCC_PWP042114	Wcc_pwp042114 pipe pressure 20mm pe100
	Leaking Pipes 19 Curtis Street, Karori	Maximo	361787	WCC_PW021378	Wcc_pw021378 valve ball 0mm
	Leaking Pipes 19 Curtis Street, Karori	Maximo			
	Leaking Pipes 19 Curtis Street, Karori-Northland	Maximo			
	Leaking Pipes 19 CURTIS STREET, Karori-Northland	Maximo			
	Leaking Pipes 19 CURTIS STREET, Karori-Northland	Maximo			
	Leaking Pipes 19 CURTIS STREET, Karori-Northland	Maximo			
	Fault 19 Curtis Street, Karori, Wellington, 6012, NZL	Maximo			
	Leaking Pipes 19 CURTIS STREET, Karori-Northland	Maximo			