

Monday 13 February 2023

OIA IRO-345

Name: [REDACTED]

Email [REDACTED]@outlook.com

Kia ora [REDACTED]

Official information request for Water Leak at 2 Fitzpatrick Street.

Thank you for your official information request dated Wednesday 4 January 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.

Our response to your questions is outlined in the Appendix below.

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, Communications and Engagement

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Appendix

Question 1: Does WWML have a service level agreement (SLA) with WCC relating to response and repair times for leaks of this nature i.e. on the lateral feeds to Toby's?

Answer...

Wellington Water and Wellington City Council do not have an SLA relating to response and repair times of leaks.

Question 2: What are the details of any such SLA?

Answer...

As above.

Question 3: What are the categories assigned to such leaks and the criterion for category assignment please?

Answer...

Information on leak categorisation can be found on our website here:

<https://www.wellingtonwater.co.nz/resources/maps/job-status-map/>

Question 4: What category was this leak assigned and when did that occur?

Answer...

The leak at 2 Fitzpatrick Street was logged as a priority 3 on job reference WCCSR-529751. It was repaired on Monday 9 January 2023.

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