

Monday 21 November 2022

**OIA IRO-320**

[Redacted]

Kia ora [Redacted],

**Official information request for Water leak at 133/135 Marine Drive Sorrento Bay.**

I write regarding your official information request dated Wednesday, 26 October 2022.  
Summary of your request is detailed below:

- Information on the leaks detected by Wellington Water in recent times relating to the properties involved in the supply of water in the eastern part of Sorrento Bay, and in particular this leak, and
- To know when the last repair was made at this leak site.

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.

**Please see attached in our email response to you Service Requests Data (Pages 1 & 2).**

Also, we note that the recent job under ref: HCC586128 has now been completed, as at 15 November 2022.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information contained within the material provided has been redacted 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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

[Redacted]

**Manager, Customer Experience  
Wellington Water Ltd**

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**Our water, our future.**

[illegible]

[illegible]

											7/30/2021 1:10:08 PM
											7/30/2021 1:13:35 PM
											7/30/2021 3:16:29 PM
											7/30/2021 3:48:52 PM
											7/30/2021 4:15:36 PM
											8/2/2021 9:27:19 AM
											8/2/2021 3:55:08 PM
											2/23/2022 5:32:47 PM
		HCC529981	Leaking Pipes 137 Marine Drive, Sorrento Bay, Lower Hutt	Doesn't know what is leaking, could be mains or toby. In front of the steps 137 Marine Drive up on the hill. Would like to be called so caller show you where the leak is.	Potable Water	2	CLOSE.DUP	7/29/2021 5:43:14 PM	7/30/2021 12:00:00 AM	7/29/2021 5:43:39 PM	
											7/30/2021 8:24:58 AM
		HCC530701	Fault 137 Marine Drive, Sorrento Bay, Lower Hutt	They have previously called regarding the toby leaking. Caller has advised us that the toby is laking very heavily and it is now damaging her property	Potable Water	3	CLOSE.DUP	8/2/2021 4:05:09 PM	8/3/2021 12:00:00 AM	8/3/2021 11:42:05 AM	
	139 Marine Drive, Sorrento Bay, Lower Hutt, Wellington, 5013	HCC575145	Locate Asset, 139 Marine Drive, Sorrento Bay	Can you please locate the toby at 139 Marine Drive, Sorrento Bay and let me know where it is?	Potable Water	3	CANCEL.CANCEL	7/11/2022 9:49	7/15/2022 12:00:00 AM	7/12/2022 2:38:42 PM	
											7/15/2022 8:56:20 AM
											7/15/2022 11:12:38 AM
	141 Marine Drive, Sorrento Bay, Lower Hutt, Wellington, 5013	HCC503124	Locate Asset 141 Marine Drive, SORRENTO BAY	toby locate needed for 141 marine drive sorrento bay - Gus - not urgent but a new tap to be put in..	Potable Water	4	CLOSE.NOTDONE	12/21/2020 3:07:36 PM	12/21/2020 12:00:00 AM	12/21/2020 4:03:13 PM	
		HCC558778	Leaky Connection 141 Marine Drive, SORRENTO BAY (ROVER)	Shared drove off the main road, has been going for a few days - steady flow- cant see where the water is coming from	Potable Water	3	CLOSE	2/18/2022 12:59:27 PM	3/13/2022 12:00:00 AM	3/1/2022 2:24:04 PM	

No.	Summary	Detail
	Note from Council	
	Assigned to	Assigned to as per
	P3	P3 - attended by after hours crew
	Update	Call from HCC to advise the customer had called in to them to ask for an update. Advised I would call the assigned crew member and ask them to get in contact. Called who advised he is heading there now.
	Leak	Leak on service pipe coming out of bank under driveway
	Status Change to PAUSE	Service leak
	Spoke to Customer, will be there	Spok to Customr. H says is a hazard onc fw ldrly popl walk thr. was alrady assignd and going thr
	HCC called for an update	HCC called for an update, customer has received a text that the job is paused and they want to know why Advised HCC job is assigned to a crew who either went here yesterday or are heading there today to investigate further
	Duplicate	Duplicate of HCC550764. As per . Cancelling
	Customer called	Advised she also has a broken sewer pipe underneath driveway - drainage dr today and tomorrow. . Wants us to coordinate with them.
	Service plans ordered	
	Plans attached	19/01/21 sk - Plans attached, Caution: 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)
	Escalated for tomorrow	Escalated for tomorrow as driveway has been dug up due to sewer repair. This looks to be coming from 23 Marine Dr. On further job HCC50586
	Spoke to @ HCC	Reassigning to Reserves team. Closing from WW side.
	Escalated for tomorrow	Escalated for tomorrow, to be actioned under HCC505347 Cancelling this job
	Note from Council	Relates to RFS 559264. Once done please inform @ Intergroup who will get the sump cleared,
	HCC550723 Duplicate	HCC550723 Duplicat
	Joh	
	RF - Assigned to	RF - Assined to as per
	RF - P3	P3 - attended by after hours crew
	Plans ordered	Plans ordered 6/1/22 - 195636
	Plans attached	07/1/22 sk - Plans attached, Caution: 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).
	A	Pass to to locate leak under driveway to 125c see photo
	Status Change to PAUSE	Leak detection
	Email sent for LDR	Email sent for LDR as per
		Email sent for LDR as per
	Customer phoned	Customer phoned for an update, we have advised customer that job is currently with our leak detection team and will update customer of the following once we have a response
	Response from LDS	Attached images Hi  I've marked a service of the main outside #125C Marine Drive.  On the left edge of the driveway.  Their Toby wasn't located so I couldn't find that.



		Photos attached
		Sent from my Galaxy
	HCC called to escalate	Foud LDS email, attached images to file. Residet called HCC advisig is worried driveway will eed to be replaced if leak ot repaired asap, advised HCC will get someoe out by ed of week ext week to repair ow that LDS received, assiged to [REDACTED]
	HCC called for an update	(call taken by [REDACTED]) HCC called for an update as customer relayed that now the driveway is slippery and green which is a safety concern Advised HCC we'll follow up with the crew to attend today
	[REDACTED] phoned for an update	[REDACTED] phoned for an update as he's been told we'll attend several times but we haven't and no-one's updated him Spoke to [REDACTED] who will go by here today [REDACTED] also said they'll try and get here this coming Monday/Tuesday Text [REDACTED] contact info as requestedAdvised [REDACTED] of this
	Status Change to PAUSE	Need hydro vac and traffic control
	Duplicate HCC550723	Duplicate HCC55072
	Discussed with [REDACTED]	Passed to [REDACTED] who advised to assign to [REDACTED] and he will phone [REDACTED] to let him know
	Spoke to caller	Possibly two leaks one from the blue main (left hand side above the ground) and the other at a black T junction for #133, neither are draining away Quite noisy, like a hose running Advised crew will attend tonight to look at it if not called to urgent work Advised crew will leave a calling card with him at 135 Marine Dr once they have attended
	Site inspection.	Inspected site, split pushlok coupler on 20 mm l'd PE service, small service vehicle required, 1man & repaired during daylight hours, couldn't find second leak. Left calling card.
	Status Change to PAUSE	129 Marin pde
	customer called advised is like a tap on half changed to p3	customer called advised is like a tap on half changed to p3 ordered plans 197614
	Customer call, fill a bucket in 20 seconds	Custome call, fill a bucket in 20 seconds, assigning to ove
	Notes from related job HCC558104	Notes from related jobHCC558104 [REDACTED] from 32 Ngaumatau Road, Has advised the neighbours water line is connected to hers at 32 Ngamatau Rd, The property is below her house looks to be 129 Marine Dr. When the house was build they tapped into the toby. This is now affecting water pressure for number 32 Ngaumatau. The neighbouring house is now on the market. [REDACTED] would like to speak with an engineer please. Happy to meet on site. There is currently a water leak at the toby logged to WWFH. Email address [REDACTED]
	[REDACTED] (neighbor) contacted	Neighbor from duplicate called HCC558104, she wants a separated toby. advise her to call council and request a new job.
	Assigned to [REDACTED]	Assigne to [REDACTED], pressure test require. Resient will contact HCC to request new toby seperate from her at 32 Ngamatau R
	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)
	Spoke to customer, called [REDACTED]	Spoke to customer, called norm to take a look there toda
	duplicate of HCC557394 cancelling	duplicate of HCC557394 cancellingspoke to crew was just 1 toby leaking
	Assigned	Assigned t Si
	Duplicate HCC557394	Duplicate HCC557394Sio reported is a Water job
	Assigned to [REDACTED]	Assigned to [REDACTED] to do pressure test
	Changed to P3	Changed to P
	ordered plans 1985961	ordered plans 98596
	AI- Plans attached	AI- 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)
	Photo's from customer have been attached	Photo's from customer have been attached
	CAR N/A	NOT IN OAD COIDO
	further job logged as p2 -	further job logged a p2 - will get rover to ae
	Customer called.	Spoke to [REDACTED] he will head out and assess after the job he is finishing.. Unless a P1 comes thru. Someone contacted the customer saying someone will be there this morning. Not sure who rung.
	A	Service leak near 2 x tobies up long concrete driveway water flooding around house Truck will need to be left at road see photos for location plans rq no traffic management rq pass to 2 x man crew fairly urgent

	Status Change to PAUSE	Service leak
	Plans ordered 1879241	Plans ordered 1879241 then pass to [REDACTED] for 2p crew to repair early next week (as per [REDACTED]).
	plans attached	30/07/21 HA - Plans attached, Caution: 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)
	Assigned to [REDACTED] for planning	Assined and phoned throuh to [REDACTED] for plannin
	Complaint received from [REDACTED]	Complaint received from [REDACTED] regarding previous works , escalated this job, emailed Customer Support Team.
	Status Change to PAUSE	Planned for first job tomorrow. 1man crew.
	customer correspondence	Response to [REDACTED] request for Wellington Water to contribute towards repairing the private driveway attached
	Note from Council	[REDACTED]
	Duplicate of HCC529926	Duplicate of HCC52992
	Duplicate see 529926	Thi work i being completed today on HCC529926. Cancelling thi
	Assigned to 1p folder for rover.	Assigned to 1p folder for rover
	council has called for update customer has advised	council has called for update customer has advised they have a leaking pipe inside houseassigned to [REDACTED]
	HCC called in. Closing job.	HCC called in to advise that customer has located toby so no longer requires services. Closing job.
	update	rec'd a call from [REDACTED] at HCC stating that he has now found the toby Closing job off as discussed
	assigned to [REDACTED] to rover	assigned to [REDACTED] to ove

No.	Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date
	135 Marine Parade, Eastbourne, Lower Hutt, Wellington, 5013	HCC557536	Loss of Service 135 Marine Parade, Eastbourne	None Provided	Potable	1	CLOSE	2/14/2022 5:10:24 PM	2/15/2022 11:27:16 AM	2/15/2022 10:21:14 AM
										2/15/2022 10:22:25 AM
	135 Marine Drive, Sorrento Bay, Lower Hutt, Wellington, 5013	HCC586128	Leaky Connection 135 Marine Drive, SORRENTO BAY	<div>I wish to report, and have repaired, a minor leak on the Council water pipe providing water to 135, 137 and 139 Marine Drive, Sorrento Bay. If I recall correctly, Wellington Water had two people looking for leaks in this vicinity about a week ago. The leak is where there was a repair undertaken by Wellington Water previously. This Council pipe is exposed above the ground and located on the boundary of 133 and 135 Marine Drive. Photographs are attached. The people undertaking leak inspections did not make contact with me. I asked what they were up to on my property, and then did point out this leak. I do not know whether or not this leak was recorded.</div><div> </div><div><b>ESCALATION DO NOT CANCEL. REFER TO RESOLUTION TEAM </b></div><!-- RICH TEXT -->	Potable	3	JOBCOMP	10/19/2022 10:20:26 AM	11/15/2022 1:37:30 PM	10/19/2022 10:27:26 AM
										10/19/2022 10:28:18 AM
										10/26/2022 9:13:23 AM
										10/26/2022 11:10:16 AM
										10/26/2022 11:18:59 AM
										10/26/2022 4:01:03 PM
										11/8/2022 8:36:16 AM
										11/9/2022 10:52:31 AM
										11/14/2022 2:21:16 PM
										11/14/2022 3:10:24 PM
										11/14/2022 3:38:29 PM
		HCC586850	Leaky Connection 135 Marine Drive, SORRENTO BAY	Leak from a blue pipe above ground. The connector is leaking. This is on 135 marine Drive property.	Potable	3	CLOSE.DUP	10/25/2022 4:10:52 PM	11/7/2022 3:35:11 PM	11/7/2022 3:34:42 PM



No.	Summary	Detail
	Assigned	Assigned to █████ <!-- RICH TEXT -->
	Update	Unable to get hold of the customer to confirm job details and the issue itself. HCC Council also have no further details. <!-- RICH TEXT -->
	ESCALATION VIA HCC	Received escalation email from HCC via CE Office. Email and photos attached.<!-- RICH TEXT -->
	assigned to █████ to rover	assigned to █████ to rover<!-- RICH TEXT -->
	A	Leak on exposed .32 mm pushloc tee up a long concrete driveway Plans not required Set up own site pass to 1 x man Gate valve in bush opposite side of driveway
	.	
	reassigned to 1man as per █████	reassigned to 1man as per █████ <!-- RICH TEXT -->
	customer photo attached	customer sent in new photo advising leak is worse. <!-- RICH TEXT -->
	added to the escalation list	
	Be back with parts	
	Parts to be ordered in for tomorrow	Parts to be ordered in for tomorrow, contacted █████ who said we are needing a specific pushlock tee for the repair and this will be ordered in for tomorrow. <!-- RICH TEXT -->
	only utes to go up the drive	<div>Driveway is narrow so no trucks are to go up the drive. Utes only. </div><div>If you need assistance please ring the customer who will help bring things up for you. </div><div>Please contact customer if you plan to attend property and identify yourself. </div><!-- RICH TEXT -->
	duplicate of HCC586128	cancelling and relating to HCC586128<!-- RICH TEXT -->