

Wednesday 18 October 2023

OIA IRO-496

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for all information pertaining to a leak at 15 The drive Tawa.**

Thank you for your official information request dated Thursday 28 September 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 part.

The information you have requested is enclosed 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.

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]

**Group Manager, Customer Operations Group**

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 @wellington\_water

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

**Our water, our future.**

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
15 The Drive, Tawa, Wellington, 5028	WCCSR-658234	WCC_PWP086493	PRIVATE LEAK 15 The Drive, Tawa, Wellington 5028	<p>&lt;div&gt;Water has been leaking from the mains black lid in front of the driveway of 15 The Drive,Tawa for a couple of weeks. Fresh water has been running down the roadway in front of 15A towards 13. Water on the road is a slip hazard. Address: 15 The Drive, Tawa&lt;/div&gt;&lt;/div&gt;&lt;/div&gt;&lt;div&gt;28.04 MF Ordered plans 2199710 &lt;/div&gt;&lt;div&gt;02.05 MF Attached all plans &lt;/div&gt;&lt;p&gt;&lt;b&gt;&lt;span style="font-size:9.0pt;color:red"&gt;Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;div&gt;&lt;b&gt;&lt;span style="font-size:9.0pt;font-family:&amp;quot;Calibri&amp;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"&gt;Caution: There is Core Network in the area provided on the plan(s).&lt;/span&gt;&lt;/b&gt; &lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Potable	4	PRECLAIM	4/27/2023 7:50:21 PM	7/21/2023 3:46:51 PM	4/28/2023 1:49:47 PM	Ordered plans 2199710	
										4/28/2023 2:10:08 PM	Customer update	When heading North on Mana Esplanade turn right onto Pascoe and you'll see the leak itll be on your left when you get to the beach<!-- RICH TEXT -->
										5/2/2023 1:13:36 PM	Attached all plans	
										5/24/2023 10:00:56 AM	Customer called in.	For update. Advised waiting for crew to be available and would follow up. <!-- RICH TEXT -->
										7/17/2023 2:42:39 PM	Customer called in.	Explained priority process. Waiting for crew to be available to attend. They are concerned that it is a slip hazard. No change since leak first reported. Advised them to call back if leak gets worse. <!-- RICH TEXT -->
										8/31/2023 9:31:04 AM	email from customer 27/8	<p>&lt;p class="MsoNormal"&gt;&lt;b&gt;&lt;span lang="EN-US" style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;;mso-ansi-language:EN-US"&gt;From:&lt;/span&gt;&lt;/b&gt;&lt;span lang="EN-US" style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;;mso-ansi-language:EN-US"&gt; [REDACTED] &lt;/span&gt;&lt;/b&gt;@hotmail.com&lt;br /&gt;&lt;b&gt;Sent:&lt;/b&gt; Sunday, 27 August 2023 8:16 pm&lt;br /&gt;&lt;b&gt;To:&lt;/b&gt; Info Mailbox &lt;br /&gt;&lt;b&gt;&amp;lt;Info@wellingtonwater.co.nz&amp;gt;&lt;/b&gt;&lt;/p&gt;</p>

<b>Subject:</b> SR-658234, 15 The Drive, Tawa, job not done, missing from app<o:p></o:p></span></p>

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

Roman&quot;";>I sent water leak issue to Wellington Council on 27 April 2023. <o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">Got code SR-658234 for 15 The Drive Tawa<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">I have called and complained many times to Wellington Water over the last 4 months that leak continues across roadway.<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">Leak continues to be a slip hazard for pedestrians<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">Leak is constant - 24/7<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">I regularly checked Wellington Water App for progress<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">It was graded as Medium priority <o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">Checked again today 27 August. I can not find job address or code in system<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New



Roman"Job  
has never been fixed

No  
Wellington Water team has been seen doing  
any repairs

Where  
is the job in the system and why is it not  
listed?

What  
is happening?

Why  
has this not been fixed in 4  
months?

Waste  
of water all day  
everyday

I  
have never received another text to update  
me about the job

I am  
not happy that the job is missing and still not  
repaired since my property at  
█ The Drive Tawa is the one most affected by  
the constant leak from the water  
lid at the front of the driveway at 15 The Drive  
Tawa Wellington

												<p>Roman"Please reply to &lt;a href="mailto: [REDACTED]@hotmail.com"&gt; [REDACTED]  [REDACTED]@hotmail.com&lt;/a&gt; &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt; &lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso- fareast-font-family:"&gt;Or call me at [REDACTED]  [REDACTED] &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso- fareast-font-family:"&gt; Roman"&gt; [REDACTED]  [REDACTED] &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT - &gt;</p>
									8/31/2023 9:34:53 AM	email to customer 31/8	<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso- ascii-font-family:Calibri;mso-ascii-theme-font: minor-latin;mso-hansi-font-family:Calibri;mso- hansi-theme-font:minor-latin; mso-bidi-font-family:"&gt;Times New Roman"&gt;;mso-bidi-theme-font:minor- bidi; mso-fareast-language:EN-US"&gt;Kia Ora, &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso- ascii-font-family:Calibri;mso-ascii-theme-font: minor-latin;mso-hansi-font-family:Calibri;mso- hansi-theme-font:minor-latin; mso-bidi-font-family:"&gt;Times New Roman"&gt;;mso-bidi-theme-font:minor- bidi; mso-fareast-language:EN- US"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso- ascii-font-family:Calibri;mso-ascii-theme-font: minor-latin;mso-hansi-font-family:Calibri;mso- hansi-theme-font:minor-latin; mso-bidi-font-family:"&gt;Times New Roman"&gt;;mso-bidi-theme-font:minor- bidi; mso-fareast-language:EN-US"&gt;Thank you for your email. &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso- ascii-font-family:Calibri;mso-ascii-theme-font: minor-latin;mso-hansi-font-family:Calibri;mso-</p>	

hansi-theme-font:minor-latin;  
mso-bidi-font-family:&quot;Times New Roman&quot;;mso-bidi-theme-font:minor-bidi;  
mso-fareast-language:EN-US"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&quot;Times New Roman&quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US">Our crew went out to this leak on July 21<sup>st</sup> and investigated the leak. <o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&quot;Times New Roman&quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"><o:p> </o:p></span></p>

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<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&quot;Times New Roman&quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"><o:p> </o:p></span></p>

												<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman"mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;I will follow up with our private leaks team to see if a notice to fix and been sent to the property owner. &lt;/p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman"mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman"mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;Nga mihi. &lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
										8/31/2023 9:36:27 AM	email IT to have job reopened - assigned and emailed TA [REDACTED]	email IT to have job reopened - assigned and emailed TA [REDACTED] <!-- RICH TEXT -->
										9/3/2023 9:41:41 AM	Note from Council	Closed by WCC
										9/5/2023 4:18:57 PM	Neighbour at [REDACTED] called	Neighbour at [REDACTED] called wanting to follow up on the private leak process this job is going through. Unable to get hold of Private Leaks to confirm the latest update. Call back request sent to Private Leaks to call the customer back, as it's affecting their property this leak.<!-- RICH TEXT -->
	WO-363659	No Asset Selected	RWL: Private leak @ 15 The Drive, Tawa, Wellington, 5028,	<div>RWL: This job was originally logged under WCCSR-658234 but was closed but the leak is still there so we need to start the letter process off </div><div>Water has been leaking from the mains black lid in front of the driveway of 15 The Drive,Tawa for a couple of weeks. Fresh water has been running down the roadway in front of 15A towards 13.	Potable	4	RCVD	9/11/2023 6:47:52 AM		9/11/2023 6:52:54 AM	RWL: This job was originally logged under WCCSR-658234 but was closed but the leak is still there so	<div>RWL: This job was originally logged under WCCSR-658234 but was closed but the leak is still there so we need to start the letter process off </div><div>Water has been leaking from the mains black lid in front of the driveway of 15 The Drive,Tawa for a couple of



			Water on the road is a slip hazard. Address: 15 The Drive, Tawa									weeks. Fresh water has been running down the roadway in front of 15A towards 13. Water on the road is a slip hazard. Address: 15 The Drive,
			11/09/2023 [redacted] - So we will start off the letter process									11/09/2023 [redacted] - So we will start off the letter process
			23/09/2023 [redacted] - I have sent out the 1st letter									23/09/2023 [redacted] - I have sent out the 1st letter
										9/29/2023 6:35:35 AM	23/09/2023 [redacted] - I have sent out the 1st letter	23/09/2023 [redacted] - I have sent out the 1st letter