

30 August 2022

**OIA IRO-273**

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for wastewater issues at 5 Arakan way, Khandallah, resulting in sewage coming into our house.**

I write regarding your official information request dated Wednesday 03 August 2022 for wastewater issues at 5 Arakan way, Khandallah.

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 under [Section 17\(g\)\(i\)](#) of the Act.

Wellington Water does not hold CCTV footage of blockages in the pipes at the address.

**The information you have requested is enclosed in our email response to you.**

Pursuant to [Section 7\(2\)\(a\)](#) of the Act 1987 some information 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, Customer Operations Group  
Wellington Water Ltd**

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

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington\_water

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

**Our water, our future.**

[illegible]

[illegible]

| No. | Summary                | Detail                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Note from Council      | Address: 5 ARAKAN WAY, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698">https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|     | Note from Council      | Called through and acknowledged by [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|     | Note from Council      | Hi Team, Customer [REDACTED] would like to get an update about this. Can call on to his mobile number [REDACTED] Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|     | Called customer        | Called customer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|     | Assigned to [REDACTED] | Assigned to [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|     | Note from Council      | <p>Our toilets and sinks are bubbling again and draining abnormal again.</p> <p>Could someone come to have a look at it again?</p> <p>Cheers</p> <p>On Fri, 15 Jul 2022 at 15:49, Wellington City Council Support wrote:</p> <p>&gt; Kia ora [REDACTED]</p> <p>&gt;</p> <p>&gt;</p> <p>&gt; Our staff have indicated that this ticket has been resolved.</p> <p>&gt;</p> <p>&gt; Take the survey</p> <p>&gt;</p> <p>&lt;<a href="http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOjc1MDAzMDMxMTlZLCJvcHRpb25fY291bnQiOiJ9.kq2Fxd0tRkmEE28nfmGR20WBhZdN4aDG7aP2eFvTHRc/fill_survey">http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOjc1MDAzMDMxMTlZLCJvcHRpb25fY291bnQiOiJ9.kq2Fxd0tRkmEE28nfmGR20WBhZdN4aDG7aP2eFvTHRc/fill_survey</a>&gt;</p> <p>&gt;</p> <p>&gt;</p> <p>&gt; If you believe that the ticket has not been resolved, please reply to this</p> <p>&gt; email to automatically reopen the ticket.</p> <p>&gt;</p> <p>&gt; If there is no response from you, we will assume that everything is okay</p> <p>&gt; and the ticket will automatically close in 48 hours.</p> <p>&gt;</p> <p>&gt; Initial customer request</p> <p>&gt;</p> <p>&gt; Item Name : Water and drainage</p> <p>&gt; Category : External Customer Services</p> <p>&gt; Service : Blocked sewer</p> <p>&gt; Description : - customer called about a blocked sewer although not</p> <p>&gt; causing any flood as of the moment</p> <p>&gt; Please attend.</p> <p>&gt; Incident address : 5 ARAKAN WAY, Khandallah</p> <p>&gt; &lt;<a href="https://www.google.com/maps/search/5+ARAKAN+WAY,+Khandallah?entry=gmail&amp;source=g">https://www.google.com/maps/search/5+ARAKAN+WAY,+Khandallah?entry=gmail&amp;source=g</a>&gt;</p> <p>&gt; Location : -41.248091566531635,174.80233381434698</p> <p>&gt;</p> <p>&gt;</p> <p>&gt; Ng? mihi,</p> <p>&gt;</p> <p>&gt; Customer Services, Wellington City Council</p> <p>&gt;</p> |



|  |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|  |                                   | <p>&gt; The information contained in this email is privileged and confidential and<br/>&gt; intended for the addressee only.<br/>&gt;<br/>&gt; If you are not the intended recipient, you are asked to respect that<br/>&gt; confidentiality and not disclose, copy or make use of its contents.<br/>&gt; If received in error you are asked to destroy this email and contact the<br/>&gt; sender immediately. Your assistance is appreciated.<br/>&gt;<br/>&gt;<br/>&gt; [#SR-417877]:274477:fs<br/>&gt;</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|  | Note from Council                 | Address: 5 ARAKAN WAY, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698">https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  | Note from Council                 | customer would like updates on this job, please call [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|  | Note from Council                 | WW north called back and have been dispatched                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|  | Note from Council                 | Customer has been informed the job has been passed to WW                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|  | Attended by [REDACTED] Afterhours | Attended by [REDACTED] Afterhour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|  | Further P1 raised                 | Gushing - Caller has reported that there is raw sewage leaking onto their property - Wellington water was on site yesterday for an issue with their drains as well, but the caller would like to request that someone attend urgently today                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|  | Contacted [REDACTED]              | Contacted [REDACTED] advising that a new p1 raised for the same address He advised that this is completed and are waiting on [REDACTED] to disinfect area                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|  | Note from Council                 | <p>Hi,</p> <p>What do you mean by that? Is someone still going to come later in the week to look down with the camera to make sure there are no issues?</p> <p>Because this problem has occurred twice in quick succession. I don't think the issue is resolved until someone has had a look to make sure there are no damage to the pipes.</p> <p>You can understand why we are feeling anxious as we've had sewage in our yard and onto our carpet.</p> <p>Cheers</p> <p>[REDACTED]</p> <p>On Mon, 18 Jul 2022 at 14:01, Wellington City Council Support wrote:</p> <p>&gt; Kia ora [REDACTED],<br/>&gt;<br/>&gt;<br/>&gt; Our staff have indicated that this ticket has been resolved.<br/>&gt;<br/>&gt; Take the survey<br/>&gt;<br/>&lt;<a href="http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOiJc1MDAzMDM4MjI4LCJvcHRpb25fY291bnQiOiJ0eXok8NY6JSs5JaiFQ31fE9oa8thumZs8zZCdW0P0XI/fill_survey">http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOiJc1MDAzMDM4MjI4LCJvcHRpb25fY291bnQiOiJ0eXok8NY6JSs5JaiFQ31fE9oa8thumZs8zZCdW0P0XI/fill_survey</a>&gt;<br/>&gt;<br/>&gt;<br/>&gt; If you believe that the ticket has not been resolved, please reply to this</p> |

|  |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                               | <p>&gt; email to automatically reopen the ticket.</p> <p>&gt;</p> <p>&gt; If there is no response from you, we will assume that everything is okay</p> <p>&gt; and the ticket will automatically close in 48 hours.</p> <p>&gt;</p> <p>&gt; Initial customer request</p> <p>&gt;</p> <p>&gt; Item Name : Water and drainage</p> <p>&gt; Category : External Customer Services</p> <p>&gt; Service : Blocked sewer</p> <p>&gt; Description : caller reports toilet not draining well, very slow -</p> <p>&gt; bubbling in toilet and shower.</p> <p>&gt; Plumber on Friday advised its with WW wastewater. WW has previously gone</p> <p>&gt; to (SR-417877) and completed the job, but it has reoccured today.</p> <p>&gt; Please attend</p> <p>&gt; Incident address : 5 ARAKAN WAY, Khandallah</p> <p>&gt; &lt;<a href="https://www.google.com/maps/search/5+ARAKAN+WAY,+Khandallah?entry=gmail&amp;source=g">https://www.google.com/maps/search/5+ARAKAN+WAY,+Khandallah?entry=gmail&amp;source=g</a>&gt;</p> <p>&gt; Location : -41.248091566531635,174.80233381434698</p> <p>&gt;</p> <p>&gt;</p> <p>&gt; Ng? mihi,</p> <p>&gt;</p> <p>&gt; Customer Services, Wellington City Council</p> <p>&gt;</p> <p>&gt; The information contained in this email is privileged and confidential and</p> <p>&gt; intended for the addressee only.</p> <p>&gt;</p> <p>&gt; If you are not the intended recipient, you are asked to respect that</p> <p>&gt; confidentiality and not disclose, copy or make use of its contents.</p> <p>&gt; If received in error you are asked to destroy this email and contact the</p> <p>&gt; sender immediately. Your assistance is appreciated.</p> <p>&gt;</p> <p>&gt;</p> <p>&gt; [#SR-418507]:274477:fs</p> <p>&gt;</p> |
|  | Note from Council                             | Address: 5 ARAKAN WAY, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698">https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | Duplicate relating to WCCSR-418507            | Duplicate relating to WCCSR-41850                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|  | Note from Council                             | Re-assigned by WCC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  | Note from Council                             | Address: 5 ARAKAN WAY, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698">https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | Customer would like CCTV to come check it out | Customer would like CCTV to come check it out                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|  | downgraded to P3                              | downgraded to P3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|  | Called the customer                           | Called the customer he wants a CCTV camera                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | Assigned to [REDACTED]                        | Assigned to [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|  | Note from Council                             | See also closely related issue on same WW line SR422172 at 30A Mandalay Tce. [REDACTED]<br>Principal Advisor     Wellington City Council<br>[REDACTED] E<br>[REDACTED]@wcc.govt.nz                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  | cancel refer to WCCSR-422745                  | cancel refer to WCCSR-42274                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|  |                                                       |                                                                                                                                                                                                                                                            |
|--|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Note from Council                                     | Re-assigned by WCC                                                                                                                                                                                                                                         |
|  | Note from Council                                     | Address: 5 ARAKAN WAY, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698">https://www.google.com/maps/search/?api=1&amp;query=-41.248091566531635,174.80233381434698</a> |
|  | Note from Council                                     | Called through to WW Drainage North.                                                                                                                                                                                                                       |
|  | Assigned to [REDACTED]                                | Assigned to [REDACTED] as per AH A                                                                                                                                                                                                                         |
|  | changed to p2 more work required                      | changed to p2 more work required                                                                                                                                                                                                                           |
|  | Note from Council                                     | Closed by WCC                                                                                                                                                                                                                                              |
|  | customer called wanting to know if cctv has been done | customer called wanting to know if cctv has been done spoke to [REDACTED] and they have done CCTV and its cleared customer req to speak to [REDACTED] call passed FYI at the moment customer has had no blockage                                           |

**From:** [Official Information](#)  
**To:** [REDACTED]; [Official Information](#)  
**Cc:** [REDACTED]  
**Subject:** RE: Response to OIA IRO-273 follow-up  
**Date:** Tuesday, 6 September 2022 8:08:27 am

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Morena [REDACTED]

In response to your email.

We can confirm that the blockage was the result of a drainage “plug” blocking the main pipes.

Ngā mihi nui

[REDACTED] (she/her)

LGOIMA Administration Assistant - Chief Executive's Office



Private Bag 39804, Wellington Mail Centre 5045  
Level 4, 25 Victoria Street, Petone, Lower Hutt

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**From:** [REDACTED] <[REDACTED]@gmail.com>  
**Sent:** Monday, 5 September 2022 3:26 pm  
**To:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** Re: Response to OIA IRO-273 follow-up

Hi [REDACTED],

Can I have it in writing that the plug was what was found in the pipes please?

Cheers

[REDACTED]

On Mon, 5 Sep 2022 at 15:25, Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)> wrote:

Kia ora [REDACTED],

Thank you for your email.

Plugs are either installed temporarily by drainlayers to complete work on pipelines to stop or slow flow whilst completing work on either public or private assets.

Wellington Water does not hold any additional documentation on this matter other than what has already been provided to you.

Furthermore, we do not hold any information on why this plug was in the line, or who installed it.

Ngā mihi nui



[REDACTED] (she/her)  
LGOIMA Administration Assistant - Chief Executive's Office



Private Bag 39804, Wellington Mail Centre 5045  
Level 4, [25 Victoria Street, Petone, Lower Hutt](#)

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**From:** [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
**Sent:** Tuesday, 30 August 2022 3:08 pm  
**To:** [REDACTED] <[REDACTED]@gmail.com>  
**Cc:** Official Information <[official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)>  
**Subject:** RE: Response to OIA IRO-273

Kia ora [REDACTED]

We are currently looking into the information on the plug and will get back to you, as soon as possible.

Thank you for your patience.

Nga mihi nui  
[REDACTED]

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**From:** [REDACTED] <[REDACTED]@gmail.com>  
**Sent:** Tuesday, 30 August 2022 9:06 am  
**To:** [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
**Subject:** Re: Response to OIA IRO-273

Hi [REDACTED],

Thanks for the information.

There is no documentation of what was causing the blockage. I was verbally told it was due to a plug within the pipes.

Can I have documentation pertaining to this, please?

Cheers,

[REDACTED]

On Tue, 30 Aug 2022 at 08:32, [REDACTED] <[REDACTED]@wellingtonwater.co.nz> wrote:

Morena [REDACTED]

**Official information request for wastewater issues at [5 Arakan way, Khandallah](#), resulting in sewage coming into our house.**

Please see attached Wellington Waters response to your request.

Ngā mihi nui

[REDACTED] (she/her)

**LGOIMA Administration Assistant - Chief Executive's Office**



Private Bag 39804, Wellington Mail Centre [5045](#)  
[Level 4, 25 Victoria Street, Petone, Lower Hutt](#)