

30 August 2022

OIA IRO-276

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

Official information request for water pressure at my home at 19 Box Hill, Khandallah.

I write regarding your official information request received by us on Wednesday, 03 August 2022 with the following:

- 1) Whether Wellington Water is aware that the water supply pressure to houses on Box Hill has or is likely to have declined over the last five years and if so, the reason and whether there are plans to remedy this.
- 2) The recorded water supply pressure each month over the last five years for the point in the water supply network nearest to 19 Box Hill that readings are available, and the recorded water supply pressure each month over the last five years for the point in the water supply network most representative of the actual pressure in the water supply to 19 Box Hill if this is not the nearest point.

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.

Wellington Waters' response to your request can be found in the **Appendix** of this letter with supporting information attached in our email to you.

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 nui

[REDACTED]
Manager, Customer Experience
Wellington Water Ltd

Appendix

Question 1: Whether Wellington Water is aware that the water supply pressure to houses on Box Hill has or is likely to have declined over the last five years and if so, the reason and whether there are plans to remedy this.

Answer...

Wellington Water is not aware of any decline in water pressure on Box Hill in the last 5 years.

Pressure testing of the network prior to the main being replaced in 2016 at 32 Box Hill (high point) read an average pressure of 51m.

Pressure testing of the main on the 24th August 2022 at the same location returned a pressure reading of 50m, which falls into the normal acceptable range of 25m to 90m.

Question 2: The recorded water supply pressure each month over the last five years for the point in the water supply network nearest to 19 Box Hill that readings are available, and the recorded water supply pressure each month over the last five years for the point in the water supply network most representative of the actual pressure in the water supply to 19 Box Hill if this is not the nearest point.

Answer...

The nearest fixed and constant pressure gauge to 19 Box Hill is the Rajkot Terrace Water Pump Station.

The average pressure data for each month over the last 5 years is attached as requested.

For your information Wellington Water on the 24th August 2022 completed a pressure test on the toby supply and internal tap of 19 Box Hill to provide a diagnosis of the reported pressure.

The pressure reading on the toby is 50m (500Kpa)

The pressure reading within the property is 20m (200Kpa)

The pressure at the boundary is as expected however your pressure inside the boundary should read the same, this points to an internal/private issue.

We suggest you engage a plumber to look at the properties internal PRV (Pressure Reducing Valve)