

Thursday 8 December 2022

OIA IRO-326

Name: [REDACTED]
Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request regarding water and drainage matters – 43 Central Terrace, Kelburn.

I write regarding your official information request dated Thursday 3 November 2022 for a copy of the job notes from SR 365455. As a follow on from the original request, you also asked for a copy of a report on the works undertaken on Central Terrace and for the period water was shut off.

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.

Please find the Service Request information in our email response to you, and the 'water off notification' information in the Appendix of this letter.

Some information within the Service Requests has been redacted in accordance with [Section 7\(2\)\(a\)](#) of the Act as it is personal information about private individuals.

Pursuant to [Section 17\(e\)](#) of the Act, a report on works undertaken at Central Terrace does not exist. All information is logged within the Service Requests which we have provided.

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



Team Lead Communication and Engagement

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Our water, our future.

Appendix

Question: What time [was] the water was turned off and on?

Answer...

The water was shut off at 40 Central Terrace, Kelburn. Job reference WCCSR-482350 for 2 hours from 11:00am – 1:00pm.

Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date	Summary	Detail
45 Central Terrace, Wellington, 6012, Wellington	WCCSR-365455	Leak detection; 45 Central Terrace by Springfield Terrace, Kelburn	Trickle - Footpath between Springfield Terrace and Central Terrace. Water is draining onto sloping footpath and making it extremely slippery to walk down. Entrance to location is at the end of Springfield Terrace. Leaking toby at 53 Central Tce WCCSR-365455-1	Potable Water	3	INPRG.RESC HED	4/18/2022 12:21:22 AM		4/18/2022 12:21:46 AM	Note from Council	Address: SPRINGFIELD TERRACE, Kelburn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.29126994697902,174.76543005312115
									4/18/2022 12:23:44 AM	Note from Council	<p>Kia ora [REDACTED] Thanks for contacting us. We have raised your requests with the Teams best suited to respond. Your reference numbers are: 1. SR 365455 - water leak 2. SR 365456 - light out Ng? mihi [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 F 04 801 3138 W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --!</p> <p>Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED] [REDACTED]</p> <p>Address: 102 Kelburn Parade</p> <p>Suburb: Kelburn</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile: [REDACTED]</p> <p>Email:</p>

											<div>██████████@hotmail.co.nz</div> <div>What can we help you with? Drainage, sewerage or wastewater</div> <div>If other, give details:</div> <div>Have you contacted the Council about this previously? No</div> <div>Service request number:</div> <div>Location: Footpath between Springfield Terrace and Central Terrace</div> <div>Description: Water is draining onto sloping footpath and making it extremely slippery to walk down. Street light at top of stairs is also out.</div> <div>Other comments:</div>
									4/20/2022 10:12:12 AM	Assigned and location	Assigned to rover.Entrance to location is at the end of Springfield Terrace.
									5/10/2022 2:54:35 PM	Status Change to PAUSE	Leak is from under wood retaining wall #45 runs into drainage curb/ I have located recent Toby repair above #45 - new box in footpath/ no leak at Toby/ DPD Chlorine Free test of seepage - positive result / assign to leak detection.
									5/10/2022 3:34:07 PM	Status Change to PAUSE	Assigned to ██████████@Hub
									5/10/2022 4:56:40 PM	ADR ordered	Leak etection requeste
									5/19/2022 9:49:28 AM	Email from ██████████ to ██████████ 12/5	Hi ██████████ This is the correlation job we talked about Pipe is 66 Meters long and is 150mm Cast Iron Correlation from valve in footpath in Central Terrace to hydrant outside 12 Springfield Terrace See map picture below There are no services off this stretch of pipe Might be better to park in Springfield Terrace There is not much parking in Central See you there at 930 am Friday
									5/19/2022 9:50:13 AM	Email from ██████████ 19/5	We have surveyed this area All we found was a leaking toby at 53 Central Please get this fixed There are historical water run off issues at 45 Central There is a small noise on the valve in the footpath for the 150 Cast Iron Main that runs downhill past 47 Water is seeping out There by the fence We tried correlating the main without success We ran

											the CAT & Geni over the area and picked up power so we could not probe the area as I would like We have also ground miked the main in Central and down the path to Springfield Tce The amount of water coming out is small You probably will not want to turn this main off Give me a call next week to discuss what you would like to do next
									5/19/2022 10:00:13 AM	Leaking toby at 53 Central Tce WCCSR-365455-1	Leaking toby at 53 Central Tce WCCSR-365455-1 internal job
53 Central Terrace, Kelburn, Wellington, 6012	WCCSR-365455-1	Leaky toby; 53 Central Terrace, Kelburn	27/06/2022 CAR R868284 Original description: Trickle - Footpath between Springfield Terrace and Central Terrace. Water is draining onto sloping footpath and making it extremely slippery to walk down. ADR notes: We have surveyed this area. All we found was a leaking toby at 53 Central. Please get this fixed. 19/5/22 nb plans ordered 2026567 25/5 - SD - 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).	Potable Water	3	JOBCOMP	5/19/2022 9:51:14 AM	6/22/2022 12:00:00 AM	5/19/2022 9:59:43 AM	Plans ordered	Plans ordered 2026567
									5/25/2022 2:49:35 PM	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).
									6/8/2022 10:54:15 AM	Requires leak detection	Unsure of where leak is coming from. Is a constant leak that has been going on for some time coming from both sides of path so could be further up hill. Could hear a small noise on Toby in path. Please pass to leak detection for further investigation
									6/8/2022 10:54:16 AM	Status Change to PAUSE	Pass to leak detection
									6/8/2022 11:00:29 AM		We have surveyed this area. All we found was a leaking toby at 53 Central. Please get this fixed. There are historical water run off issues at 45 Central. There is a small noise on the valve in the footpath for the 150 Cast Iron Main that runs downhill past 47. Water is seeping out There by the fence. We tried correlating the main without success. We ran the CAT & Geni over the area and picked up power so we could not probe the area as I would like. We have also ground miked the main in Central and down the path to Springfield Tce The amount of water coming out is small. You probably will not want to turn this main off. Give me a call next week to discuss what you would like to do next.
									6/8/2022 11:08:18 AM	Requires 2man crew with traffic	Have assessed and will return with 2man crew with traffic to install manifold



									6/8/2022 11:08:19 AM	Status Change to PAUSE	Requires traffic, return tomorrow
									6/27/2022 12:06:25 PM	CAR R868284	CARR868284